

**State of Maine
Carrier-to-Carrier Guidelines
Performance Standards and Reports**

Verizon Reports

May 1, 2001

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INTRODUCTION

This section of the State of Maine Carrier-to-Carrier (C2C) Guidelines Performance Standards and Reports provides the metrics and performance standards applicable to Verizon New England Inc., d/b/a Verizon Maine (“VZ ME”). Comprehensive explanations of the standard’s definitions, measurement methodologies, reporting levels, geography covered, and the current product intervals are included within this document. In addition, this section includes a glossary and appendices that provide explanatory material related to the metrics and standards. The appendices also include a description of a statistical methodology that will be applied to help assess whether there is any difference between the delivery of Verizon Maine retail services and its wholesale products and services.

Section 1
Pre-Ordering Performance
(PO)

Function		Number of Sub-metrics
PO-1	Response Time OSS Ordering Interface	9
PO-2	OSS Interface Availability	3
PO-3	Contact Center Availability	4
PO-4	Change Management Notice	3
PO-5	Average Notification of Interface Outage	1
PO-6	Software Validation	1
PO-7	Software Problem Resolution and Timeliness	4
PO-8	Manual Loop Qualification	2

Function:
PO-1 Response Time OSS Ordering Interface
Definition:
<p>This metric measures the response time of the OSS Ordering Interface.</p> <p>Response Time: For metrics PO-1-01 through 1-06, response time is the amount of time, rounded to the nearest 1/100th of a second for a Pre-Order transaction. For CLEC transactions, this is measured from receipt of the request at Verizon's interface to the time that the response is sent to the CLEC. For Verizon retail simulated transactions, performance is measured between the issuance of a Pre-Ordering query and the successful receipt of the requested information in a specific field and screen.</p> <p>For PO-1-07, response time is the amount of time, rounded to the nearest 1/100th of a second, between the issuance of a Pre-Ordering query and the receipt of an error message associated with a rejected query.</p> <p>Average Response Time: Average Response Time is the sum of the response times divided by the number of Pre-Ordering queries in the report period. It is calculated separately for PO-1-01 through PO-1-07. Queries that time-out are excluded from the calculation of Average Response Time.</p> <p>Rejected Query: A rejected query is a query that cannot be processed successfully due to incomplete or invalid information submitted by the sender, which results in an error message back to the sender.</p> <p>Time-out: A query is considered to be a time-out when the requested information (or an error message) is not provided within 60 seconds. Time-outs are set at long intervals to ensure that average response times include long response times but do not include queries that will never complete.</p>
Exclusions:
<p>Normal exclusions include Saturday, Sunday, and major holidays, as well as hours outside of the normal report period.</p> <p>Note: If response time aberrations occur due to EnView robot failures or network failures between EnView and the VZ Operations Support Systems (OSS), VZ notes such failure times, and reports the data without exclusion in a footnote on the report.</p>
Performance Standard:
<p>The Performance Standards for the PO-1 metrics are as follows:</p> <p>For PO-1-01 through PO-1-03, and PO-1-05 through PO-1-07 EDI and CORBA (application to application interfaces): Parity with Retail plus not more than four (4) seconds. The four (4) second difference allows for variations in functionality and additional security requirements of interface.</p> <p>For WEB GUI: Parity with Retail plus not more than seven (7) seconds. The seven (7) second difference allows for variations in functionality and additional security requirements of interface.</p> <p>For PO-1-04 Product & Service Availability and PO-1-09 Parsed CSR: Parity with Retail, plus not more than 10 seconds.</p> <p>For PO-1-08: Not greater than 0.33%.</p>
Methodology:
<p>The measurements for all PO-1 metrics (except PO-1-07) are derived from actual production transactions for CLEC transactions and from simulated Pre-Ordering queries generated by Verizon Maine's EnView (formerly referred to as Sentinel) system for VZ retail transactions and CLEC PO-1-07 transactions.</p> <p>For retail (and CLEC PO-1-07) transactions, EnView replicates the keystrokes a VZ Service Representative would enter for a valid Pre-Ordering inquiry transaction, and measures the response time from when the <i>Enter</i> key is hit until a response from the Pre-Ordering OSS is received back on the display screen.</p> <p>At least ten VZ retail (and CLEC PO-1-07) simulated queries are generated per hour for each type of query.</p>

Methodology – Response Time OSS (Continued):

The total number of simulated queries depends on the average response times.

Each query has a unique name that is based on time and date. The EnView robot monitors for a matching response, and identifies successful responses by the file extension names. The file extension varies according to whether the transaction was successful or experienced an error or time-out condition. Successful response for an Address Validation request is identified by a file extension of **ada**. The file is then read to ensure it starts and ends with the appropriate indicators for a successful transaction.

EnView also generates at least ten simulated incomplete or invalid Pre-Ordering queries per hour to enable measurement of PO-1-07 Average Response Time – Rejected Query.

Data is reported based on transactions occurring between 8:00AM and 9:00PM Monday through Friday, **excluding** New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Formula:

Σ Response Times for each transaction divided by the Number of Simulated Transactions for each transaction type.

Report Dimensions:

Company:

- VZ Retail¹
- CLEC Aggregate
- CLEC Specific (PO-1-09 only)

Geography:

- Maine

Products

CLEC Aggregate:

- EDI
- CORBA
- WEB GUI

Sub-Metrics – PO-1 Response Time OSS Ordering Interface

PO-1-01	Average Response Time – Customer Service Record (CSR)	
Calculation	Numerator	Denominator
	Sum of all response times for CSR transactions.	Number of CSR transactions.
PO-1-02	Average Response Time – Due Date Availability	
Calculation	Numerator	Denominator
	Sum of all response times for Due Date (DD) Availability.	Number of DD Availability transactions.
PO-1-03	Average Response Time – Address Validation	
Calculation	Numerator	Denominator
	Sum of all response times for Address Validation.	Number of Address Validation transactions.
PO-1-04	Average Response Time – Product & Service Availability	
Calculation	Numerator	Denominator
	Sum of all response times for Product and Service Availability.	Number of Product and Service availability transactions.

¹ There is no Parsed CSR for retail, therefore basic CSR will be reported for retail performance.

Sub-Metrics – (continued) Response Time OSS Ordering Interface		
PO-1-05	Average Response Time – Telephone Number Availability & Reservation ²	
Calculation	Numerator	Denominator
	Sum of all response times for Telephone Number Availability/Reservation.	Number of Telephone Number Availability/Reservation transactions.
PO-1-06	Average Response Time – Mechanized Loop Qualification – DSL	
Calculation	Numerator	Denominator
	Sum of all response times for Mechanized Loop Qualification.	Number of Mechanized Loop Qualification transactions.
PO-1-07	Average Response Time – Rejected Query	
Calculation	Numerator	Denominator
	Sum of all response times for a rejected query.	Number of rejected query transactions.
PO-1-08	% Timeouts	
Calculation	Numerator	Denominator
	Number of transactions that timeout.	Total number of transactions.
PO-1-09	Parsed CSR	
Calculation	Numerator	Denominator
	Sum of all response times for Parsed CSR transactions.	Number of Parsed CSR transactions.

² While Address Validation can be completed on a stand-alone basis, Telephone Number reservation is always combined with Address Validation. For VZ retail representatives this is a required two step process requiring two separate transactions.

Function:
PO-2 OSS Interface Availability
Definition:
<p>This metric measures the OSS Interface Availability. The OSS Interface Availability metric is a measurement of the time during which the electronic OSS Interface is actually available as a percentage of scheduled availability. Verizon Service Representatives and CLEC Service Representatives obtain Pre-Ordering information from the same underlying OSS. Thus, if a particular OSS is down, it is equally unavailable to both Verizon employees and CLEC employees. Any difference in availability, therefore, is caused by unavailability of the OSS interface.</p> <p>Scheduled Availability is as follows:</p> <ul style="list-style-type: none"> • Prime Time: 6:00AM to 12:00AM EST Monday through Saturday, excluding major Holidays • Non-Prime Time: 12:01AM to 5:59AM EST Monday through Saturday, including Sundays and Holidays. <p>Note: The number of downtime hours is noted in the Carrier to Carrier (C2C) reports under the Observations column heading.</p> <p>Major Holidays include: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.</p> <p>Separate measurements are performed for each of the following: Pre-Ordering/Ordering EDI, Pre-Ordering/Ordering/Maintenance Web GUI. The EnView process will be expanded/updated to monitor and report on future OSS processes.</p>
Exclusions:
<p>The following exclusions apply:</p> <ul style="list-style-type: none"> • Troubles reported but not found in VZ's systems. • Troubles reported by a CLEC that were not reported to VZ's designated trouble reporting center. <p>Scheduled interface outages for major system releases where CLECs were provided with advanced notification of the downtime in compliance with VZ Change Management Guidelines.</p>
Performance Standard:
<p>Metric PO-2-02: $\geq 99.5\%$</p> <p>Metric PO-2-01 and 2-03: no standard</p>
Methodology – PO-2 OSS Availability

Verizon uses EnView as one means of monitoring all VZ systems, including Retail OSS. VZ measures reported outages, based on actual reported time frames as well as any outages captured by EnView and not reported by CLECs. EnView is used as an alarm for system availability and to supplement CLEC reported outages. If no CLEC reported an outage, but EnView detected an outage, the EnView outage is included as if the entire CLEC population experienced the outage.

EnView measurement of the EDI interface availability is as follows: The mechanized OSS interface availability process is based on the transactions created by the EnView Robots. The program determines whether the Enview transactions were successful or unsuccessful, or if no transactions were issued (not polled). Transactions are processed by transaction type separately for each interface type and OSS. The hours of the day are divided into six (6) minute measurement periods.

If EDI, for any Pre-Order transaction type, in a six (6) minute measurement period has at least one successful transaction, then EDI is considered available. EDI interface unavailability is calculated only when all EDI transactions are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that EDI was not available while at least one OSS was available. In this case, the six (6) minute measurement period is counted as unavailable. If it is determined that no Enview transactions were issued, then the six minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not an EDI problem.

Methodology –OSS Availability (Continued):

Availability is calculated by dividing the total number of six (6) minute measurement periods in a 24-hour day (excluding unmeasured six (6) minute measurement periods) into the number of periods with no successful transactions for the day and subtracting this from 1 and multiplying by 100.

For example, there are potentially 180 six (6) minute measurement periods in a 18-hour period. If two six (6) minute measurement periods lack successful transactions, then availability equals $(1-(2/180)) \times 100 = 98.89\%$ Availability.

Trouble Logs: Verizon will make Verizon's trouble logs (which contain CLEC reports that the interface is not available) available to the CLECs for inspection.

Formula:

(Number of hours scheduled minus the number of scheduled hours not available) divided by (Number of hours scheduled) multiplied by 100.

Report Dimensions:

Company: <ul style="list-style-type: none">CLEC Aggregate	Geography: <ul style="list-style-type: none">Verizon North <p>Note: Verizon North includes CT, MA, ME, NH, NY, RI, VT</p>
Products	<ul style="list-style-type: none">Maintenance Web GUI (RETAS) / Pre-Ordering/Ordering Web GUIEDICORBAMaintenance – Electronic Bonding

Sub-Metrics – OSS Interface Availability

PO-2-01	OSS Interface Availability – Total	
Calculation	Numerator	Denominator
	Number of hours in month minus the Number of hours interface is not available during month plus scheduled downtime.	Number of Hours in Month.
PO-2-02	OSS Interface Availability – Prime-Time	
Calculation	Numerator	Denominator
	Number of prime-time hours in month minus the Number of prime-time hours in month interface is not available plus scheduled downtime.	Number of Prime-Time Hours in Month.
PO-2-03	OSS Interface Availability – Non-Prime-Time	
Calculation	Numerator	Denominator
	Number of non-prime-time hours in month minus the Number of non-prime-time hours in month interface is not available plus scheduled downtime.	Number of Non-Prime-Time Hours in Month.

Function:		
PO-3 Contact Center Availability		
Definition:		
<p>This metric measures the Contact Center Availability. Contact Center Availability is the hours of operation for the Centers that support CLECs for Ordering, Provisioning, Maintenance and Billing issues. Contact with CLECs is designed to take place via direct access systems. Carrier Support Centers are designed to handle fall-out and not large call volumes.</p> <p>This metric also includes Speed of Answer – CLEC centers. Speed of Answer is measured for Ordering and Repair queues. This measure is reported out of the Automated Call Distributor (ACD). The Speed of Answer measure includes calls that go to the main number in the center, either directly or from overflow (CLECs choosing the option of the main number).</p> <p>Note: Consistent with proposed end-user standard, % within 30 seconds includes 15% of Abandons and 10% of Buses in the denominator.</p> <p>Speed of Answer is measured in seconds from the time a call enters the VZ ACD until a representative answers the call. CLECs have the choice of calling the order processing 800 number, in which case the call is directed to the next available representative through ACD, or CLECs can call their dedicated representatives on the representative's direct line. If the representative is not available, the CLEC can leave a voice mail or press 0 and be transferred to a pool of representatives. VZ measures speed of answer for calls to the 800 number and for calls where the CLEC presses 0 to speak to the next available representative.</p> <p>Speed of Answer measurements begin as follows: For calls to the 800 number, the measurement begins when the call enters VZ's ACD. For calls to a dedicated representative, the measurement begins when the CLEC presses 0. In each case, the measurement ends when a representative answers the call.</p>		
Exclusions:		
Calls directed to and answered by dedicated representatives.		
Performance Standard:		
<p>PO-3-01 and PO-3-03: No standard PO-3-02 and PO-3-04: 80% within 30 seconds Center Hours of Operation: Repair Help Desk: 24 hours per day – seven (7) days a week Order Processing Assistance: 8:00AM to 6:00PM Monday through Friday.</p> <p>Order Processing Assistance is reported in metrics PO-3-01 and PO-3-02 Repair Help Desk is reported in metrics PO-3-03 and PO-3-04</p>		
Report Dimensions		
Company: CLEC Aggregate		Geography: Repair: Verizon East Ordering: Verizon North
Products	• Resale	• UNE
Sub-Metrics		
PO-3-01	Average Speed of Answering – Ordering	
Calculation	Numerator	Denominator

	Sum of time from call initiated to call answered for calls placed to main number through the ACD.	Total Calls Answered by Ordering Center.
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Sub-Metrics (continued) Contact Center Availability		
PO-3-02	% Answered within 30 Seconds – Ordering	
Calculation	Numerator	Denominator
	Number of calls to main number answered within 30 seconds after the call was received by the ACD.	Total calls answered by Ordering Center plus 15% of abandoned calls plus 10% of busy calls.
PO-3-03	Average Speed of Answering – Repair	
Calculation	Numerator	Denominator
	Sum of time from call initiated to call answered for calls placed to the main repair number through the ACD.	Total calls answered by Repair Center.
PO-3-04	% Answered within 30 Seconds – Repair	
Calculation	Numerator	Denominator
	Number of calls to main number answered within 30 seconds after the call was received by the ACD.	Total calls answered by Repair Center plus 15% of abandoned calls plus 10% of busy calls.

Function:		
PO-4 Timeliness of Change Management Notice		
Definition:		
This metric measures the percent of Change Management Notices and associated documentation availability sent before implementation according to prescribed timeliness standards within prescribed timeframes.		
Documentation is not considered available until all material changes are made.		
Exclusions:		
None.		
Performance Standard:		
For metric PO-4-01: the performance standard is 95% or greater and no delayed notices and documentation over eight (8) days.		
For all other PO-4 sub-metrics: Performance standards are set forth in the Change Management Processes and Procedures. VZ will comply with applicable Change Management Processes and Procedures.		
* Regulatory changes will vary based on application law/regulatory rules.		
Timeliness Standards:		
Change type	Change Notification: Interval between notification and implementation	Change Confirmation: Final Documentation Availability before implementation ³
Type 5 – CLEC originated	≥ 73 days for business rules, ≥ 66 days for technical specifications)	>= 45 days
Type 4 – Verizon originated	≥ 73 days for business rules, ≥ 66 days for technical specifications)	>= 45 days
Type 3 – Industry Standard	≥ 73 days for business rules, ≥ 66 days for technical specifications)	>= 45 days
Type 2 – Regulatory	Time periods established in Regulatory Order. If no time periods set, default to above time period.	Time periods established in Regulatory Order. If no time periods set, default to above time period.
Type 1 – Emergency Maintenance	Notification before implementation	N/A
Report Dimensions		
Company:		Geography:
CLEC Aggregate		Verizon North
Products	Change Notification: <ul style="list-style-type: none"> Type 1 – Emergency Maintenance Type 2 - Regulatory Type 3 – Industry Standard Type 4 – VZ originated Type 5 – CLEC originated 	Change Confirmation <ul style="list-style-type: none"> Type 2 – Regulatory Type 3 – Industry Standard Type 4 – VZ originated Type 5 – CLEC originated
Sub-Metrics		
PO-4-01	% Change Management Notices sent on Time	
Calculation	Numerator	Denominator
	Change Management Notifications sent within required time frames.	Total number of Change Management Notices sent.
PO-4-02	Change Management Notice – Delay one (1) to seven (7) days	
Calculation	Data Value	
	Cumulative delay days for all notices sent one (1) to seven (7) days late.	
PO-4-03	Change Management Notice – Delay eight (8) plus days	
Calculation	Data Value	

³ Type one (1) change confirmation is not applicable.

	Cumulative delay days for all notices sent eight (8) or more days late.
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Function:		
PO-5 Average Notification of Interface Outage		
Definition:		
This metric measures the average amount of time that elapses between VZ identification of an interface outage and VZ notification to CLECs that an outage exists. Notification is provided by electronic mail.		
Note: Notification of Network Outages (different than Interface Outages) are covered in the Network Performance section. Detailed information on network outages can also be found in the CLEC Handbook.		
Exclusions:		
None.		
Performance Standard:		
Not more than: 20 minutes.		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> CLEC Aggregate 		<ul style="list-style-type: none"> Verizon North
Sub-Metrics		
PO-5-01	Average Notice of Interface Outage	
Calculation	Numerator	Denominator
	Date and time of outage notification to CLECs minus date and time the interface outage was identified by VZ.	Total number of interface outages for which notice was given.

Function:		
PO-6 Software Validation		
Definition:		
<p>This metric measures software validation. Verizon maintains a test deck of transactions that are used to validate that functionality in a software release works as designed. Each transaction in the test deck is assigned a weight factor, which is based on the weights that have been assigned to the metrics in any Performance Assurance Plan (PAP) that the Commission may adopt in relationship to Verizon Maine's application to provide interLATA services in Maine. Within the software validation metric, weight factors will be allocated among transaction types (<i>e.g., Pre-Order, Resale-Order, UNE-Order, Platform-Order</i>) and then equally distributed across specific transactions within type. The initial array of weights for the transaction types are displayed in Appendix O. If test transactions are added to the test deck, the distribution of weights between transaction types will be retained, and then equally re-distributed across specific transactions within type. The allocation of weight factors among transaction types may be adjusted as part of the annual review process.</p> <p>Verizon Maine will execute the test deck at the start of the Quality Assurance (QA) and at the completion of QA. Within one (1) business day, following a non-emergency software release to production as communicated through Change Management, Verizon Maine will begin to execute the test deck in production using training mode. Upon completion of the test, Verizon Maine will report the number of test deck transactions that were rejected or otherwise failed during execution of the test. Each failed transaction will be multiplied by the transaction's weight factor.</p> <p>A transaction is considered failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.</p> <p>This software validation metric is defined as the ratio of the sum of the weights of failed transactions in production using training mode to the sum of the weights of all transactions in the test deck.</p>		
Exclusions:		
None.		
Performance Standard:		
<= 5%		
Report Dimensions:		
Company: CLEC Aggregate		Geography: The Verizon Massachusetts test deck results are reported for this sub-metric on the Maine C2C reports.
Sub-Metrics		
PO-6-01	Software Validation	
Calculation	Numerator	Denominator
	Sum of weights of failed transactions.	Sum of weights of all transactions in the test deck.

Function:		
PO-7 Software Problem Resolution Timeliness		
Definition:		
<p>This metric measures Software Problem Resolution Timeliness. Each month, Verizon tracks the number of rejected Pre-Order and Order transactions reported to the Help Desk, those rejected transactions resulting from the test deck execution, and the time frame to resolve the problem. For the purposes of this metric, rejected transactions caused by Verizon code or documentation errors or omissions that result in Type 1 changes are production referrals.</p> <p>PO-7-01 is defined as the ratio of production referrals resolved within target response intervals to the total number of production referrals, during the 30 calendar days following a non-emergency software release.</p>		
Exclusions:		
Pre-orders and Orders received after 6:00PM on Friday and before 9:00AM on Monday will be treated as though they were received at 9:00 AM Monday.		
Performance Standard:		
PO-7-01: >= 95% PO-7-02 and PO-7-04: 48 Hours PO-7-03: 10 days		
Problem Resolution Timeliness Standard measured from time the trouble was reported to the Help Desk (see Appendix Q) to the time the problem was resolved with either a work-around or a software resolution.		
Report Dimensions:		
Company: CLEC Aggregate		Geography: PO-7-01, PO-7-02, and PO-7-03: Verizon East PO-7-04: The Verizon Massachusetts test deck results are reported for this sub-metric on the Maine C2C reports.
Sub-Metrics		
PO-7-01	% Software Problem Resolution Timeliness	
Calculation	Numerator	Denominator
	Number of production referrals resolved within timeliness standard.	Total number production referrals.
PO-7-02	Delay Hours – Software Resolution – Change – Transactions failed, no workaround	
Calculation	Data Value	
	Number of cumulative delay hours (beyond the 48-hour standard) for identified software resolution changes associated with order rejects with no workaround.	
PO-7-03	Delay Days – Software Resolution – Change – Transactions failed with workaround	
Calculation	Data Value	
	Number of cumulative delay days (beyond the 10-day standard) for identified software resolution changes associated with order rejects with a workaround.	
PO-7-04	Delay Hours - Failed/Rejected Test Deck Transactions – Transactions failed, no workaround⁴	
Calculation	Data Value	

⁴ This performance measure addresses the resolution timeliness for failed or rejected test deck transactions that are executed in production using training mode.

	Number of cumulative delay hours (beyond the 48-hour standard) for software resolution changes associated with order rejects with no workaround for Test Deck Transactions.
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Function:		
PO-8 Manual Loop Qualification		
Definition:		
The PO-8 Manual Loop Qualification metric measures the response time for the provision of Loop Qualification information required to provision more complex services (e.g. 2W-xDSL), when such information is not available through an electronic database.		
Exclusions:		
Saturdays, Sundays and major Holidays are excluded from the interval count.		
Performance Standard:		
PO-8-01: 95% within 48 Hours		
PO-8-02: 95% within 72 Hours		
Sub-Metrics		
PO-8-01	% On Time – Manual Loop Qualification	
Calculation	Numerator	Denominator
	Sum of manual loop qualification requests where the time from receipt of request for a manual loop qualification to the distribution of the loop qualification information is less than or equal to 48 hours.	Number of manual loop qualification transactions.
PO-8-02	% On Time – Engineering Record Request	
Calculation	Numerator	Denominator
	Sum of Engineering Record Requests where the time from the receipt of a Engineering Record Request to the time of the distribution of the Engineering Record is less than or equal to 72 hours.	Number of Engineering Record Request transactions.

Section 2

Ordering Performance

(OR)

	Function	Number of Sub-metrics
OR-1	Order Confirmation Timeliness	14
OR-2	Reject Timeliness	12
OR-3	Percent Rejects	2
OR-4	Timeliness of Completion Notification	12
OR-5	Percent Flow-Through	3
OR-6	Order Accuracy	3
OR-7	Order Confirmation/Rejects sent within three (3) business days	1
OR-8	Acknowledgement Timeliness	1
OR-9	Order Acknowledgement Completeness	1

Function:
OR-1 Order Confirmation Timeliness
Definition:
This metric measures Order Confirmation Timeliness.
<p>Resale and UNE:</p> <p>Order Confirmation Response Time: The amount of elapsed time (in hours and minutes) between receipt of a valid order request (VZ Ordering Interface) (or fax date and time stamp) and distribution of a Service Order confirmation. Rejected orders will have the clock re-started upon receipt of a valid order. Partial migrations for less than six (6) lines – with accounts that include more than six (6) lines, that must be rearranged, will be treated as six (6) lines or greater.</p> <p>Average Confirmation Response Time: The mean of all confirmation response times associated with a product group.</p> <p>Percent of Orders Confirmed On Time: The percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.</p> <p>Facility Checks – are completed on orders with more than five (5) lines.</p> <p>Trunks:</p> <p>The amount of time in business days between receipt of a clean Access Service Request (ASR) and distribution of a Firm Order Confirmation (FOC). Measures Service Orders completed between the measured dates. Note: The received date is restarted for each SUPP.</p> <p>Inbound Augment Trunks: For CLECs e-mailing a Trunk Group Service Request (TGSR), VZ will respond with an ASR, or provide a negative response requesting additional data if it believes traffic does not support the request. Orders for inbound trunks that are for a new trunk group, are in excess of 192 trunks or that require T-3 construction, performance will be captured in the > 192 category.</p> <p>Notes:</p> <ol style="list-style-type: none"> (1) Rejected Orders (orders that fail basic front-end edits) are not placed in the PON Master File. (2) Verizon Maine includes CLEC requests for resent confirmations that are submitted electronically as well as resent confirmations due to Verizon Maine's error in initial confirmation⁵ in the Order Confirmation Timeliness measurement. The measurements are based on confirmed orders. Cancelled orders are also included. (3) If no order confirmation time exists due to a missing order confirmation, Verizon Maine will use the completion notification time. (4) The Ordering sub-metrics data reported in the monthly C2C reports only include orders confirmed in the calendar month. (5) The Pre-Qualified Complex category includes 2Wire Digital, 2Wire xDSL Loop, and 2Wire xDSL Line Sharing orders that were pre-qualified.

⁵ Resent confirmations due to CLEC error – such as duplicate PON numbers, or confirmations resent to reschedule a missed provisioning appointment – either due to CLEC, End User or Verizon Maine reasons are not counted as resent confirmations.

Exclusions:

Resale and UNE:

- VZ Test Orders ⁶
- Weekend and holiday hours (other than flow-through):
 - Weekend hours are from 5:00PM Friday to 8:00AM Monday.
 - Holiday hours are from 5:00PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests.
- For OR-1-19 – Inbound Augment trunks not requested via e-mail TGSR
- For OR-1-01 and OR-1-02: SOP scheduled downtime hours (flow-through).

Maine - SOP scheduled hours are as follows:

Monday through Friday 12:30AM to 11:30PM

Saturday 12:30AM to 7:30PM

Sunday 7:30 AM to 11:30PM.

Exception: The 3rd Saturday of each month is a scheduled release. SOP will have a late start the following Sunday at 9:00AM. Additionally, SOP downtime may be extended for significant SOP releases, (*e.g. NPA splits*). All downtime extensions will be communicated to CLECs in advance of the release through VZ Change Management Guidelines.

⁶ VZ-Test Orders – see Glossary.

Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> CLEC Aggregate ⁷ CLEC Specific 		<ul style="list-style-type: none"> Maine
Performance Standard: OR-1 Order Confirmation Timeliness		
OR-1-01, 1-03, 1-05, 1-07 and 1-09: No Standard		
OR-1-02, 1-04, 1-06, 1-08, 1-10, 1-11 and 1-12 95% On Time according to the schedule below:		
Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders: POTS/Pre-Qualified Complex: <ul style="list-style-type: none"> Flow-through orders: two (2) hours Orders with no facility check: 24 hours Orders with facility check: 72 hours Complex Services (requiring Manual Loop Qualification) <ul style="list-style-type: none"> 2-wire Digital Services: 72 hours Special Services: <ul style="list-style-type: none"> Orders with no facility check : 48 hours Orders with facility check: 72 hours¹⁰ Faxed/Mailed Orders: Not available for Resale	Electronically Submitted Orders: POTS/Pre-Qualified Complex: <ul style="list-style-type: none"> Flow-Through Orders: two (2) hours Orders with no facility check: 24 hours Orders with facility check: 72 hours Complex Services (requiring Manual Loop Qualification) <ul style="list-style-type: none"> 2-Wire Digital Services: 72 hours 2-Wire xDSL Loops: 72 hours 2-Wire xDSL Line Sharing: 72 hours Special Services: <ul style="list-style-type: none"> Orders with no facility check: 48 hours Orders with facility check: 72 hours Faxed/Mailed Orders: Add 24 hours to intervals above. Not available for UNE POTS	Electronically Submitted Orders: Firm Order Confirmation: <ul style="list-style-type: none"> ≤ 192 Trunks: 10 Business Days > 192 Trunks: Negotiated Process Design Layout Record <ul style="list-style-type: none"> ≤ 192 Trunks: 10 Business Days > 192 Trunks: Negotiated Process Inbound Augment Trunks: <ul style="list-style-type: none"> ≤ 192 Trunks: 10 Business Days > 192 Trunks: Negotiated Process Faxed/Mailed Orders: Add 24 hours to intervals above
Sub-Metrics		
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through) ⁸	
Products	Resale: <ul style="list-style-type: none"> POTS/Pre-qualified Complex 	UNE: <ul style="list-style-type: none"> Loop/Pre-Qualified Complex/LNP Platform
Calculation	Numerator	Denominator
	Sum of confirmation date and time minus order submission date and time for all orders that flow-through to Service Order Processor (SOP) (e.g. no manual intervention required) for specified product.	Total number of flow-through LSRCs confirmed for specified product.

⁷ Excludes Verizon Advanced Data Incorporated

¹⁰ Also includes orders requiring facility verification as listed on the Verizon web-site documented in Appendix L (Product Interval Summary).

⁸ VZ will add complex and specials if this type of order is ever eligible for flow-through. However, manual intervention is currently required for both retail and wholesale services for loop qualification or design.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-02	% On Time LSRC – Flow-through	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform
Calculation	Numerator	Denominator
	Number of electronic LSRCs sent where the confirmation date and time minus the submission date and time is less than two (2) hours for specified product.	Total number of flow-through LSRs confirmed for specified product.
OR-1-03	Average LSRC/ASRC Time - No Facility Check (Electronic Submission – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL - Loops • 2-Wire xDSL - Line Sharing • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	Numerator	Denominator
	Sum of confirmation date and time minus the order submission date and time for all electronically submitted LSRCs/ASRCs, not requiring a facility check, by product group.	Total number of electronically submitted LSRs/ASRs not requiring a facility check confirmed for specified product.
OR-1-04	% On Time LSRC/ASRC - No Facility Check (Electronic – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS • 2-Wire Digital Services • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	Numerator	Denominator
	Number of electronic LSRCs/ASRCs not requiring a facility check, sent where confirmation date and time minus submission date and time is less than standard for specified product.	Total number of electronic LSRs/ASRs not requiring a facility check confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-05	Average LSRC/ASRC Time - Facility Check (Electronic – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	Numerator	Denominator
	Sum of confirmation date and time minus the order submission date and time for all electronically submitted orders, requiring a facility check, by product group.	Total number of electronically submitted LSRs/ASRs requiring a facility check, confirmed for specified product.
OR-1-06	% On Time LSRC/ASRC - Facility Check (Electronic – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	Numerator	Denominator
	Number of electronic LSRs/ASRs requiring a facility check, sent where confirmation date and time minus submission date and time is less than standard for specified product.	Total number of electronic LSRs/ASRs requiring a facility check, confirmed for specified product.
OR-1-07	Average ASRC Time - No Facility Check (Fax/Mail)	
Products	UNE: <ul style="list-style-type: none"> • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	
Calculation	Numerator	Denominator
	Sum of confirmation date and time minus order submission date and time for all orders submitted by fax or mail, not requiring a facility check, by product group.	Total number of faxed or mailed ASRs not requiring a facility check confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-08	% On Time ASRC - No Facility Check (Fax/Mail)	
Products	UNE: <ul style="list-style-type: none"> • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	
Calculation	Numerator	Denominator
	Number of faxed or mailed ASRCs, not requiring a facility check, sent where the confirmation date and time minus the submission date and time is less than the standard for the specified product.	Total number of faxed or mailed ASRs, not requiring a facility check, confirmed for specified product.
OR-1-09	Average ASRC Time - Facility Check (Fax/Mail)	
Products	UNE: <ul style="list-style-type: none"> • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	
Calculation	Numerator	Denominator
	Sum of confirmation date and time minus the order submission date and time for all orders requiring a facility check submitted by fax or mail, by product group.	Total number of faxed or mailed ASRs requiring a facility check confirmed for specified product.
OR-1-10	% On Time ASRC - Facility Check (Fax/Mail)	
Products	UNE: <ul style="list-style-type: none"> • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	
Calculation	Numerator	Denominator
	Number of faxed or mailed ASRCs requiring a facility check sent where the confirmation date and time minus the submission date and time is less than the standard for the specified product.	Total number of faxed or mailed ASRs requiring a facility check confirmed for specified product.
OR-1-11	Average Firm Order Confirmation (FOC) Time	
Products	Trunks: <ul style="list-style-type: none"> • CLEC Trunks (\leq 192 Forecasted Trunks) • CLEC Trunks ($>$ 192 and Unforecasted Trunks) 	
Calculation	Numerator	Denominator
	Sum of order confirmation date and time minus submission date and time for trunk orders.	Number of orders received (electronically and faxed) confirmed by product type.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-12	% On Time FOC	
Products	Trunks: <ul style="list-style-type: none"> • CLEC Trunks (≤ 192 Forecasted Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks) 	
Calculation	Numerator	Denominator
	Number of orders confirmed within the specified interval for the product type.	Number of orders received (electronically and faxed) confirmed by product type.
OR-1-13	% On Time Design Layout Record (DLR)	
Products	Trunks: <ul style="list-style-type: none"> • CLEC Trunks 	
Calculation	Numerator	Denominator
	Number of DLRs completed on or before DLRD date in TIRKS.	Number of DLRs completed.
OR-1-14 through OR-1-18	Metrics not in use in Maine.	
OR-1-19	% On Time Response - Request for Inbound Augment Trunks	
Products	<ul style="list-style-type: none"> • VZ Trunks (≤ 192 Trunks) • VZ Trunks (>192 Trunks) 	
Calculation	Numerator	Denominator
	Number of requests for Inbound Augment Trunks with responses sent within the specified interval for product type.	Number of requests for Inbound Augment Trunks requested on a TGSR received via e-mail.

Function:	
OR-2 Reject Timeliness	
Definition:	
This metric measures Reject Timeliness.	
<p>Reject Response Time: The amount of elapsed time (in hours and minutes) between receipt of an order request and distribution of a Service Order reject, both based on Ordering Interface System (DCAS or Request Manager) or Fax date and time stamp.</p> <p>Average Reject Response Time: The mean of all reject response times associated with a product group.</p> <p>Percent of Orders Rejected On Time: The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.</p> <p>Notes:</p> <ol style="list-style-type: none"> (1) Rejected Orders (Orders failing basic front-end edits) are not placed in the PON Master File. (2) Measurements are based on rejected orders. (3) VZ ME does not include cancelled orders in the measurements. (4) The Ordering sub-metrics data reported in the monthly C2C reports only include confirmed rejects in the calendar month. (5) The Pre-Qualified Complex category includes 2Wire Digital, 2Wire xDSL Loop, and 2Wire xDSL Line Sharing orders that were pre-qualified. 	
Exclusions:	
<ul style="list-style-type: none"> • VZ Test Orders • Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject. • Weekend and Holiday Hours (other than flow-through): <ul style="list-style-type: none"> • Weekend Hours are from 5:00PM Friday to 8:00AM Monday. • Holiday Hours are from 5:00PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non flow-through requests. • For OR-2-01 and OR-2-02: SOP scheduled downtime hours (Flow-through). Maine SOP Scheduled hours are as follows: <p style="margin-left: 40px;">Monday through Friday 12:30AM to 11:30PM Saturday 12:30AM to 7:30PM Sunday 7:30 AM to 11:30PM</p> <p>Exception: The 3rd Saturday of each month is a scheduled release. SOP will have a late start the following Sunday at 9:00AM. Additionally, SOP downtime may be extended for significant SOP releases, (e.g. <i>NPA splits</i>). All extensions will be communicated to CLECs in advance of the release through VZ Change Management Guidelines.</p> 	
Report Dimensions :	
Company: <ul style="list-style-type: none"> • CLEC Aggregate ⁹ • CLEC Specific 	Geography: <ul style="list-style-type: none"> • Maine

⁹ Excludes Verizon Advanced Data Incorporated

Performance Standard – Reject Timeliness		
OR-2-01, 2-03, 2-05, 2-07 and 2-09: No standard		
OR-2-02, 2-04, 2-06, 2-08, 2-10, 2-11 and 2-12: 95% On Time According to schedule below:		
Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders: POTS: <ul style="list-style-type: none"> Flow-Through Orders: two (2) hours Orders with no facility check: 24 hours Orders with facility check: 72 hours Complex Services (2- Wire Digital Services ISDN): <ul style="list-style-type: none"> Orders: 72 hours Special Services: ¹⁰ <ul style="list-style-type: none"> Orders with no facility check: 48 hours Orders with facility check: 72 hours Faxed/Mailed Orders: Not available for Resale	Electronically Submitted Orders: POTS: <ul style="list-style-type: none"> Flow-Through Orders: two (2) hours Orders with no facility check: 24 hours Orders with facility check: 72 hours Complex Services (requiring Manual Loop Qualification) : <ul style="list-style-type: none"> 2Wire Digital Services 72 hours 2Wire xDSL Loop: 72 hours 2Wire xDSL Line Sharing: 72 hours Special Services: ¹¹ <ul style="list-style-type: none"> Orders with no facility check: 48 hours Orders with ≥ facility check: 72 hours Faxed/Mailed Orders: Add 24 hours to intervals above. Not available for UNE POTS	Electronically Submitted Orders: <ul style="list-style-type: none"> ≤ 192 Trunks: 10 Business Days > 192 Trunks: Negotiated Process Faxed/Mailed Orders: Add 24 hours to intervals above
Sub-Metrics – OR-2 Reject Timeliness		
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)	
Products	Resale: <ul style="list-style-type: none"> POTS/Pre-qualified Complex 	UNE: <ul style="list-style-type: none"> Loop/Pre-Qualified Complex/LNP Platform
Calculation	Numerator	Denominator
	Sum of reject date and time minus order submission date and time for all orders that flow-through to SOP (<i>e.g. no manual intervention required</i>) for specified product.	Total number of flow-through LSRs rejected for specified product.
OR-2-02	% On Time LSR Reject (Flow-through)	
Products	Resale: <ul style="list-style-type: none"> POTS/Pre-qualified Complex 	UNE: <ul style="list-style-type: none"> Loop/Pre-Qualified Complex/LNP Platform
Calculation	Numerator	Denominator
	Number of electronic rejects sent where the reject date and time minus the submission date and time is less than two (2) hours for specified product.	Total number of flow-through LSRs rejected for specified product.

¹⁰ Also includes orders requiring facility verification as listed on the Verizon web-site documented in Appendix L (Product Interval Summary)

¹¹ Also includes orders requiring facility verification as listed on the Verizon web-site documented in Appendix L (Product Interval Summary)

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-03	Average LSR/ASR Reject Time - No Facility Check (Electronic – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2- Wire Digital Servi ces • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials
Calculation	Numerator	Denominator
	Sum of reject date and time minus the order submission date and time for all electronically submitted LSRs/ASRs, not requiring a facility check, that were rejected for specified product.	Total number of LSRs/ASRs electronically submitted not requiring a facility check rejected for specified product.
OR-2-04	% On Time LSR/ASR Reject - No Facility Check (Electronic – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials
Calculation	Numerator	Denominator
	Number of electronic rejects sent where the reject date and time minus the submission date and time is within the standard for orders not requiring a facility check for the specified product.	Total number of electronically submitted LSRs/ASRs, not requiring a facility check rejected for specified product.
OR-2-05	Average LSR/ASR Reject Time - Facility Check (Electronic – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials
Calculation	Numerator	Denominator
	Sum of reject date and time minus order submission date and time for all electronically submitted LSRs/ASRs, requiring a facility check rejected for specified product.	Total number of LSRs/ASRs electronically submitted requiring a facility check rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-06	% On Time LSR/ASR Reject - Facility Check (Electronic – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials
Calculation	Numerator	Denominator
	Number of electronic rejects sent where reject date and time minus the submission date and time is within the standard for orders requiring a facility check for the specified product.	Total number of LSRs/ASRs electronically submitted requiring a facility check rejected for specified product.
OR-2-07	Average Reject Time - No Facility Check (Fax)	
Products	UNE: <ul style="list-style-type: none"> • Specials 	
Calculation	Numerator	Denominator
	Sum of reject date and time minus order submission date and time for all orders not requiring a facility check submitted by fax, by product group.	Total number of faxed rejects not requiring a facility check confirmed for specified product.
OR-2-08	% On Time Reject - No Facility Check (Fax)	
Products	UNE: <ul style="list-style-type: none"> • Specials 	
Calculation	Numerator	Denominator
	Number of faxed rejects not requiring a facility check, sent where reject date and time minus submission date and time is less than standard for specified product.	Total number of faxed rejects not requiring a facility check confirmed for specified product.
OR-2-09	Average Reject Time - Facility Check (Fax)	
Products	UNE: <ul style="list-style-type: none"> • Specials 	
Calculation	Numerator	Denominator
	Sum of reject date and time minus order submission date and time for all orders requiring a facility check submitted by fax, by product group.	Total number of faxed rejects requiring a facility check rejected for specified product.
OR-2-10	% On Time Reject - Facility Check (Fax)	
Products	UNE: <ul style="list-style-type: none"> • Specials 	
Calculation	Numerator	Denominator
	Number of faxed rejects requiring a facility check, sent where confirmation date and time minus submission date and time is less than standard for specified product.	Total number of faxed rejects requiring a facility check rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-11	Average Trunk ASR Reject Time	
Products	Trunks: <ul style="list-style-type: none"> CLEC Trunks 	
Calculation	Numerator	Denominator
	Sum of reject date minus submission date for rejected ASRs for trunk orders with less than 192 trunks.	Number of rejected trunk orders for less than 192 trunks.
OR-2-12	% On Time Trunk ASR Reject	
Products	Trunks: <ul style="list-style-type: none"> CLEC Trunks 	
Calculation	Numerator	Denominator
	Number of rejected trunk orders that meet reject trunk standard (10 days).	Number of rejected trunk orders for less than 192 trunks.

Function:		
OR-3 Percent Rejects		
Definition:		
<p>This metric measures the percent of orders received (including supplements and re-submissions) by Verizon that are rejected or queried. Orders are rejected due to omission or error of required order information. Orders that are queried are considered rejected.</p> <p>The percent reject measure is reported against all submitted order transactions processed in the Ordering Interface (DCAS or Request Manager), not just those with associated CRIS completions.</p> <p>Note: Edit Rejects (orders failing basic front-end edits) are not placed in the PON Master File.</p>		
Exclusions:		
<ul style="list-style-type: none"> VZ Test Orders 		
Performance Standard:		
OR-3-01: No standard. OR-3-02: 95%		
Report Dimensions		
Company: <ul style="list-style-type: none"> CLEC Aggregate ¹² CLEC Specific 		Geography: <ul style="list-style-type: none"> Maine
Sub-Metrics		
OR-3-01	% Rejects	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all rejected LSR/ASR transactions for specified product.	Total number of LSR/ASR records with unique PONs for specified product.
OR-3-02	% Resubmission Not Rejected	
Calculation	Numerator	Denominator
	Total PONs resubmitted at Verizon's request that are not rejected by Verizon's systems as duplicative of PONs already in Verizon's systems.	Total PONs resubmitted at Verizon's request

¹² Excludes Verizon Advanced Data Incorporated

Function:	
OR-4 Timeliness of Completion Notification	
Definition:	
This metric measures the timeliness of completion notification.	
Resale and UNE:	
Completion Notification Response Time:	
The elapsed time between the actual order completion in the billing system or Service Order Processor (SOP) and the distribution of the order completion notification. If multiple orders were generated from a single CLEC/Reseller request, the measure is taken between the completion of the last order associated with the request and the distribution of the completion notification.	
Completion notifications for Resale and UNE orders received via, EDI or WEB/GUI are delivered mechanically via the same interface.	
Average Completion Notification Response Time For Resale and UNE:	
The mean of all completion notification response times associated with a product group.	
Percent On Time:	
The percentage of completion notifications sent within the agreed upon timeframes as specified in the Performance Standards.	
Note: Rejected Orders (orders failing basic front-end edits) are not placed in the PON Master File.	
Exclusions:	
<ul style="list-style-type: none"> Verizon Test Orders 	
Performance Standard:	
OR-4-02 and 4-05: % On Time: <ul style="list-style-type: none"> All products other than coordinated conversions and trunks: 95% by next business day at noon. Coordinated Conversions & Trunks: Acceptance at turn-up. 	
OR-4-06, OR-4-07, and OR-4-08: Parity with Retail. OR-4-11: Not more than 5%. OR-4-12 and OR-4-14: 95%. OR-4-13 and OR-4-15: 99%.	
Report Dimensions	
Company: <ul style="list-style-type: none"> VZ Retail (where applicable) CLEC Aggregate ¹³ CLEC Specific 	Geography: <ul style="list-style-type: none"> Maine

¹³ Excludes Verizon Advanced Data Incorporated

Sub-Metrics Timeliness of Completion Notification			
OR-4-01	Completion Notice (BCN)– Average Response Time		
Products	Resale		UNE
Calculation	Numerator		Denominator
	Sum of the notification date and time minus the CRIS bill completion date and time for specified product.		Total number of completion notices for specified product.
OR-4-02	Completion Notice (BCN) – % On Time		
Products	Resale		UNE
Calculation	Numerator		Denominator
	Number of completion notices where the notice occurs at or before noon the day after bill completion.		Number of PONs for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = ‘Y’ or ‘N’.
OR-4-03	Metric not in use in Maine.		
OR-4-04	Work Completion Notice (PCN) – Average Response Time		
Products	Resale		UNE
Calculation	Numerator		Denominator
	Sum of notification date and time less SOP completion date and time for specified product.		Total number of SOP completion notices for specified product.
OR-4-05	Work Completion Notice (PCN) – % On Time		
Products	Resale		UNE
Calculation	Numerator		Denominator
	Number of SOP completion notices where notice occurs on or before noon the day after SOP completion for specified product.		Number of PONs for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = ‘Y’ or ‘N’.
OR-4-06	Average Duration – Work Completion (SOP) to Bill Completion		
Products	Retail	Resale	UNE
Calculation	Numerator		Denominator
	Sum of date and time for Bill completion less date and time for SOP completion.		Number of orders with SOP and Bill completions.
OR-4-07	% SOP to Bill Completion >= five (5) Business Days		
Products	Retail	Resale	UNE
Calculation	Numerator		Denominator
	Number of orders where date and time for Bill completion minus date and time for SOP completion is greater than or equal to five (5) business days.		Number of orders with SOP and Bill completions.

Sub-Metrics Timeliness of Completion Notification, continued			
OR-4-08	% SOP to Bill Completion > one (1) Business Day		
Products	Retail	Resale	UNE
Calculation	Numerator	Denominator	
	Number of orders where date and time for Bill completion minus date and time for SOP completion is greater than one (1) business day.	Number of orders with SOP and Bill completions.	
OR-4-11 through OR—4-15 Products	Resale	UNE	
OR-4-09	Not included in Maine C2C guidelines		
OR-4-10	Metric not in use in Maine		
OR-4-11	% Completed orders without either a PCN or BCN		
Calculation	Numerator	Denominator	
	Total number of orders in the denominator for which neither a PCN nor a BCN exists with a time-stamp in DCAS within three (3) business days of SOP completion.	Number of SOP completed orders during the report period.	
OR-4-12	% Due Date to PCN within two (2) Business Days		
Calculation	Numerator	Denominator	
	Number of PCNs sent within two (2) business days of due date.	Number of orders with due dates in the calendar month.	
OR-4-13	% Due Date to PCN within five (5) Business Days		
Calculation	Numerator	Denominator	
	Number of PCNs sent within five (5) business days of due date.	Number of orders with due dates in the calendar month.	
OR-4-14	% Due Date to BCN within four (4) Business Days		
Calculation	Numerator	Denominator	
	Number of BCN sent within four (4) business days of due date.	Number of orders with due dates in calendar month.	
OR-4-15	% Due Date to BCN within seven (7) Business Days		
Calculation	Numerator	Denominator	
	Number of BCNs sent within seven (7) business days of due date.	Number of orders with due dates in calendar month.	

Function:		
OR-5 Percent Flow-Through		
Definition:		
<p>This metric measures the percent of valid orders received through the electronic ordering interface (DCAS or Request Manager) that processed directly to the legacy Service Order Processor system (SOP) without manual intervention. These Service Orders require no action by a VZ service representative to input an order into SOP. This is also known as Ordering flow-through.</p> <p>Simple Flow-through: Percent of Basic POTS Services (excluding Centrex) that actually flow-through from DCAS to SOP.</p> <p>% Flow-through Achieved: Percent of valid orders received through the electronic ordering interface (DCAS or Request Manager) that are designed to flow-through and actually flow-through, but excluding those orders that do not flow-through due to CLEC errors.</p> <p>Appendix H contains a summary of order types that flow-through for VZ and CLECs. Orders designed to flow-through may also fall-out for both VZ and CLECs. Non-flow-throughs include orders that require manual intervention to ensure that the correct action is taken.</p> <p>Note: Rejected Orders (orders failing basic front-end edits) are not placed in the PON Master File.</p>		
Exclusions:		
<ul style="list-style-type: none"> VZ Test Orders Verizon Advanced Data Incorporated (VADI) <p>From Achieved Flow-through:</p> <ul style="list-style-type: none"> Orders not eligible to flow-through <ul style="list-style-type: none"> Note: Order types that are designed to flow-through are specified in the scenarios documented in Appendix H. Orders with CLEC input errors in violation of published business rules 		
Performance Standard:		
<p>No standard developed for total flow-through or simple flow-through.</p> <p>95% for % flow-through achieved</p>		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> CLEC Aggregate 		<ul style="list-style-type: none"> Maine
Sub-Metrics		
OR-5-01	% Flow-through – Total	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all orders that flow-through for specified product.	Total number of LSR/ASR records (orders) for specified product.

Sub-Metrics – OR-5 % Flow-through (continued)		
OR-5-02	% Flow-through – Simple	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all orders that flow-through for specified product minus CENTREX and Specials.	Total number of LSR/ASR records (orders) for specified product minus CENTREX and Specials.
OR-5-03	% Flow-through Achieved	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of orders that flow-through for specified product.	Number of flow-through eligible orders.

Function:		
OR-6 Order Accuracy		
Definition:		
This metric measures the percent of orders completed as ordered by the CLEC. Two (2) dimensions are measured. The first is a measure of orders with error. The second measure is focused on the percent of fields populated correctly.		
Note: The OR-6-03 Interim Measure is in effect until LSOG4 is fully implemented.		
Methodology:		
VZ uses a manual audit process of sampled orders. A statistically valid random sample of approximately 400 orders for Resale and 400 orders for UNE each month, (20 orders randomly sampled each business day for Resale and UNE respectively) are pulled from DCAS/Request Manager (for Order Accuracy). VZ compares required fields on the latest version of the LSR to the completed Verizon Service Order(s).		
Exclusions:		
<ul style="list-style-type: none"> Orders entered by the CLEC that flow-through. Verizon Advanced Data Incorporated (VADI) Orders. 		
Performance Standard:		
95% orders without errors.		
Report Dimensions		
Company: <ul style="list-style-type: none"> CLEC Aggregate 		Geography: Resale: OR-6-01 and OR-6-02: Verizon North OR-6-03: Verizon New England UNE: OR-6-01, OR-6-02 and OR-6-03: Verizon North Note: Verizon North includes: CT, MA, ME, NH, NY, RI and VT Verizon New England includes MA, ME, NH, RI and VT.
Sub-Metrics		
Products	Resale	UNE: <ul style="list-style-type: none"> Loop/Complex/LNP Platform
OR-6-01	% Accuracy - Orders	
Calculation	Numerator	Denominator
	Number of orders sampled minus orders with errors for specified product.	Number of orders sampled for specified product.
OR-6-02	% Accuracy – Opportunities	
Calculation	Numerator	Denominator
	Number of fields sampled minus fields with errors for specified product.	Number of fields sampled for specified product.
OR-6-03	% Accuracy – LSRC (Interim Measure)	
Calculation	Numerator	Denominator
	Number of LSRCs sampled minus LSRCs with errors for specified product.	Number of LSRCs sampled.
OR-6-03	% Accuracy – LSRC (Long Term Measure)	
Calculation	Numerator	Denominator

	Number of LSRCs resent due to error.	Number of LSRCs.
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Function:		
OR-7 % Order Confirmation/Rejects Sent Within Three (3) Business Days		
Definition:		
The percent of Resale, UNE Loop and UNE Platform LSRs confirmed or rejected by Verizon within three (3) business days of receipt as a percent of total LSRs received.		
Note: This is a measure of completeness not timeliness. Source: Master PON File.		
Exclusions:		
<ul style="list-style-type: none"> Cancelled orders. LSRs that were supplemented prior to confirmation or rejection. Edit Rejects (negative 99s) that are not eligible for confirmation or rejection. 		
Report Dimensions		
Company: <ul style="list-style-type: none"> CLEC Aggregate ¹⁴ CLEC Specific 		Geography: <ul style="list-style-type: none"> Maine
Performance Standard		
Metric OR-7-01: 95%.		
Sub-Metrics		
OR-7-01	% Order Confirmation/Rejects Sent Within Three (3) Business Days	
Products	Resale	UNE Platform UNE Loop
Calculation	Numerator	Denominator
	Total LSR confirmations and/or rejections sent within three (3) business days of LSR submission.	Total LSRs received during the reporting period.

¹⁴ Excludes Verizon Advanced Data Incorporated

Function:		
OR-8 Acknowledgement Timeliness		
Definition:		
Percent of LSRs Acknowledged On Time: The percentage of LSR acknowledgements within the timeframe specified in the Performance Standard. Time starts with receipt of LSR and ends when an acknowledgement is sent. An electronic acknowledgement indicates that the file met basic edits with valid and complete data and will be processed by VZ. Applies to orders submitted via EDI.		
Exclusions		
<ul style="list-style-type: none"> Orders submitted by Web GUI Interface. Orders not submitted electronically. 		
Report Dimensions		
Company: <ul style="list-style-type: none"> CLEC Aggregate ¹⁵ CLEC Specific 		Geography: <ul style="list-style-type: none"> Maine
Performance Standard		
Metric OR-8-01: 95% within two (2) hours.		
Sub-Metrics		
OR-8-01	% Acknowledgements on Time	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of LSR acknowledgements sent within two (2) hours of LSR receipt.	Total number of LSR acknowledgements.

¹⁵ Excludes Verizon Advanced Data Incorporated

Function:		
OR-9 Order Acknowledgement Completeness		
Definition:		
<p>This metric measures order acknowledgement completeness. The number of LSR acknowledgments sent the same day the LSR is received as a percent of total LSRs received. Orders with invalid or incomplete data are not acknowledged. Orders failing basic front-end edits are included in the denominator. This metric applies to orders submitted via EDI. LSRs received after 10:00PM Eastern Time are considered received the next day.</p>		
Exclusions:		
<ul style="list-style-type: none"> • Orders submitted by Web GUI Interface. • Orders not submitted electronically. • Orders in unreadable files. 		
Report Dimensions		
Company: <ul style="list-style-type: none"> • CLEC Aggregate ¹⁶ • CLEC Specific 		Geography: <ul style="list-style-type: none"> • Maine
Performance Standard		
Metric OR-9-01: 99%.		
Sub-Metrics		
OR-9-01	% Acknowledgement Completeness	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of acknowledgements sent the same day the LSR was received.	Total number of LSRs received.

¹⁶ Excludes Verizon Advanced Data Incorporated

Section 3
Provisioning Performance
(PR)

Function		Number of Sub-metrics
PR-1	Average Interval Offered	10
PR-2	Average Interval Completed	11
PR-3	Completed within Specified Number of Days (1-5 Lines)	11
PR-4	Missed Appointments	8
PR-5	Facility Missed Orders	3
PR-6	Installation Quality	3
PR-7	Jeopardy Reports	1
PR-8	Open Orders in a Hold Status	2
PR-9	Hot Cut Performance	3

Function:
PR-1 Average Interval Offered
Definition:
<p>This metric measures the average interval offered for completed and cancelled orders. For POTS and Specials, the Average Interval Offered is also known as the Average Appointed Interval. The average number of business days between order application date and committed DD (appointment date). The application date is the date that a valid service request is received. Note: Orders received after 5:00PM are counted as received the next business day.</p> <p>Complex Orders include: 2Wire Digital Services (ISDN) and 2-Wire xDSL Loops and 2-Wire xDSL Line Sharing.</p> <p>Specials Orders include: All Designed circuits, 4Wire circuits (including Primary rate ISDN and 4Wire xDSL services), all DS0, DS1, and DS3 circuits. EEL and IOF are reported separately.</p> <p>Trunks: The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and DD committed to from FOC. Measures service orders completed between the measured dates.</p> <p>Notes:</p> <p>(1) The offered intervals for cancelled orders are counted in the month during which the cancellation occurs.</p> <p>(2) Sub-metrics reported according to line size groupings will be based on the total lines in the orders.</p>
Exclusions:
<ul style="list-style-type: none"> • VZ Test Orders. • Orders where customers request a due date (DD) that is beyond the standard available appointment interval. (X Appointment Code¹⁷). • Verizon Administrative orders. • Orders with invalid intervals (<i>e.g. Negative intervals or intervals over 200 business days – indicative of typographical error</i>). • Additional segments (pages or sections on individual orders) on orders (parts of a whole order are included in the whole). • Retail Suspend for non-payment and associated restore orders. • Orders that have neither completed nor been cancelled. • Orders requiring manual loop qualification. <ul style="list-style-type: none"> Note: 2-wire xDSL orders that require manual loop qualification have an R populated in the Required field of the LR (indicating that a manual loop qualification is required). • Disconnects are excluded from all sub-metrics except sub-metric PR-1-12 which measures disconnects.
Performance Standard:
<p>Parity with VZ Retail. except for:</p> <p>2Wire xDSL Loops: No standard 2Wire xDSL Line Sharing : Parity with VADI</p> <p>The published interval for one (1) to five (5) xDSL loops is six (6) business days (pre-qualified) Refer to the Verizon web-site documented in Appendix L for the specific intervals offered for products and services.</p>

¹⁷ Orders that are or should be X appointment coded. Effective 2/00, VZ will automate appointment coding when orders are received via LSOG4. CLECs that are not using LSOG4 are responsible to perform the X coding.

Report Dimensions			
Company: <ul style="list-style-type: none">• VZ Retail• VADI ¹⁸• CLEC Aggregate ¹⁹• CLEC Specific		Geography: <ul style="list-style-type: none">• POTS and Complex: Maine• Specials & Trunks: Maine	
Sub-Metrics – PR-1 Average Interval Offered			
PR-1-01	Average Interval Offered – Total No Dispatch		
Products	Retail/VADI: <ul style="list-style-type: none">• POTS: Residence• POTS: Business• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL - Line Sharing• Specials	Resale: <ul style="list-style-type: none">• POTS: Residence• POTS: Business• 2-Wire Digital Services• Specials	UNE: <ul style="list-style-type: none">• POTS – Hot Cut Loop• POTS – Platform• POTS – Other (UNE Switch & INP)• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL - Line Sharing• Specials
Calculation	Numerator		Denominator
	Sum of committed DD minus the application date for orders without an outside dispatch in product groups.		Number of orders without an outside dispatch in product groups.
PR-1-02	Average Interval Offered – Total Dispatch		
Products	Retail/VADI: <ul style="list-style-type: none">• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL - Line Sharing• Specials	Resale: <ul style="list-style-type: none">• 2-Wire Digital Services• Specials	UNE: <ul style="list-style-type: none">• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL - Line Sharing• Specials
Calculation	Numerator		Denominator
	Sum of committed DD minus application date for orders with an outside dispatch in product groups.		Number of orders with an outside dispatch in product groups.
PR-1-03	Average Interval Offered – Dispatch one (1) to five (5) Lines		
Products	Retail: <ul style="list-style-type: none">• POTS: Residence• POTS: Business	Resale: <ul style="list-style-type: none">• POTS: Residence• POTS: Business	UNE: <ul style="list-style-type: none">• POTS – Platform• POTS – Loop
Calculation	Numerator		Denominator
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with one (1) to five (5) lines.		Number of POTS orders with an outside dispatch in product groups for orders with one (1) to five (5) lines.

¹⁸ Reported for DSL metrics only

¹⁹ Excludes Verizon Advanced Data Incorporated

Sub-Metrics – PR-1 Average Interval Offered (continued)			
PR-1-04	Average Interval Offered – Dispatch six (6) to nine (9) Lines		
Products	Retail: • POTS – Total	Resale: • POTS – Total	UNE: • POTS – Platform • POTS – Loop
Calculation	Numerator	Denominator	
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with six (6) to nine (9) lines.	Number of POTS orders with an outside dispatch in product groups for orders with six (6) to nine (9) lines.	
PR-1-05	Average Interval Offered – Dispatch (³ 10 Lines)		
Products	Retail: • POTS – Total	Resale: • POTS – Total	UNE: • POTS – Platform • POTS – Loop
Calculation	Numerator	Denominator	
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with 10 or more lines.	Number of POTS orders with an outside dispatch in product groups for orders with 10 or more lines.	
PR-1-06	Average Interval Offered – DS0		
Products	Retail: • Specials	Resale: • Specials	UNE: • Specials
Calculation	Numerator	Denominator	
	Sum of committed DD minus application date for Special Services orders for DS0 services.	Number of Special Services orders for DS0 services.	
PR-1-07	Average Interval Offered – DS1		
Products	Retail: • Specials	Resale: • Specials	UNE: • Specials
Calculation	Numerator	Denominator	
	Sum of committed DD minus application date for Special Services orders for DS1 services.	Number of Special Services orders for DS1 services.	
PR-1-08	Average Interval Offered – DS3		
Products	Retail: • Specials	Resale: • Specials	UNE: • Specials
Calculation	Numerator	Denominator	
	Sum of committed DD minus application date for Special Services orders for DS3 services.	Number of Special Services orders for DS3 services.	
PR-1-09	Average Interval Offered – Total		
Products	Retail: • IXC FGD Trunks	UNE: • IOF • EEL – Backbone • EEL – Loop	CLEC Trunks: • Interconnection Trunks (≤ 192 Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks)
Calculation	Numerator	Denominator	
	Sum of committed DD minus application date for product group orders.	Number of orders for product group.	

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Sub-Metrics – PR-1 Average Interval Offered (continued)			
PR-1-10 & 11	Metric not in use in Maine		
PR-1-12	Average Interval Offered – Disconnects		
Products	Retail: <ul style="list-style-type: none"> POTS (including Complex) Specials 	Resale: <ul style="list-style-type: none"> POTS (including Complex) Specials 	UNE: <ul style="list-style-type: none"> POTS (including Complex) Specials
Calculation	Numerator		Denominator
	Sum of committed DD minus application date for product group disconnect (D & F) orders.		Number of orders for product group.

Function:	
PR-2 Average Interval Completed	
Definition:	
<p>The PR-2 sub-metrics measure the average interval completed. The Average Interval completed for POTS and Specials is the average number of business days between order application date and actual work completion date. The application date is the date that a valid service request is received. Note: Orders received after 5:00PM are counted as received the next business day.</p> <p>Coordinated Cut-over (Hot Cut) Loop orders are considered complete according to definition documented in the PR-9 Hot Cut metric section of this document.</p> <p>DSL Loops are considered complete according to definition documented in the PR-4 metric section of this document.</p> <p>Average Interval Completed Trunks: The Average Interval Completed for Trunks is the amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and the date the order is completed and the customer is notified. Measures service orders completed between the measured dates.</p> <p>Note: (1) Sub-metrics reported according to line size groupings are based on the total lines in the orders.</p>	
Exclusions:	
<ul style="list-style-type: none"> • VZ Test Orders • Orders where customers request a DD that is beyond the standard available appointment interval. (X Appointment Code). • Verizon Administrative orders • Orders with invalid intervals (<i>e.g. Negative Intervals or intervals over 200 business days – indicative of typographical error</i>). • Additional Segments on orders (parts of a whole order are included in the whole). • Orders that are not complete. (Orders are included in the month they are completed). • Suspend for non-payment and associated restore orders. • Orders completed late due to any end-user or CLEC caused delay. • Trunks orders where the customer desired due dates are > 18 days. • Disconnects are excluded from all sub-metrics except sub-metric PR-2-18 which measures disconnects <p>For 2Wire Digital, 2Wire xDSL Loop, and 2Wire xDSL Line Sharing;</p> <ul style="list-style-type: none"> • Orders requiring manual loop qualification <ul style="list-style-type: none"> Note: 2-wire xDSL orders that require manual loop qualification have an R populated in the Required field of the LR (indicating that a manual loop qualification is required). • .Orders missed for facility reasons. 	
Performance Standard:	
<p>Parity with VZ Retail. except for: 2Wire xDSL Loops: No Standard. 2Wire xDSL Line Sharing: Parity with VADI</p> <p>The published interval for one (1) to five (5) xDSL loops is six (6) business days (pre-qualified). Refer to the Verizon web-site documented in Appendix L for intervals on specific products and services.</p>	
Report Dimensions	
Company: <ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • POTS and Complex: Maine • Specials & Trunks: Maine

Sub-Metrics – PR-2 Average Interval Completed			
PR-2-01	Average Interval Completed – Total No Dispatch		
Products	Retail: <ul style="list-style-type: none">• POTS: Residence• POTS: Business• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL - Line Sharing• Specials	Resale: <ul style="list-style-type: none">• POTS: Residence• POTS: Business• 2-Wire Digital Services• Specials	UNE: <ul style="list-style-type: none">• POTS – Hot Cut Loop• POTS – Platform• POTS – Other (UNE Switch & INP)• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL - Line Sharing• Specials
Calculation	Numerator	Denominator	
	Sum of the completion date minus the application date for orders without an outside dispatch in product groups.	Number of orders without an outside dispatch in product groups.	
PR-2-02	Average Interval Completed – Total Dispatch		
Products	Retail/VADI <ul style="list-style-type: none">• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL - Line Sharing• Specials	Resale: <ul style="list-style-type: none">• 2-Wire Digital Services• Specials	UNE: <ul style="list-style-type: none">• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL - Line Sharing• Specials
Calculation	Numerator	Denominator	
	Sum of completion date minus the application date for orders with an outside dispatch in product groups.	Number of orders for orders with an outside dispatch in product groups.	
PR-2-03	Average Interval Completed – Dispatch one (1) to five (5) Lines		
Products	Retail: <ul style="list-style-type: none">• POTS: Residence• POTS: Business	Resale: <ul style="list-style-type: none">• POTS: Residence• POTS: Business	UNE: <ul style="list-style-type: none">• POTS – Platform• POTS – Loop
Calculation	Numerator	Denominator	
	Sum of completion date minus the application date for POTS orders with one (1) to five (5) lines with an outside dispatch in product groups.	Number of orders for POTS orders with one (1) to five (5) lines with an outside dispatch in product groups.	
PR-2-04	Average Interval Completed – Dispatch six (6) to nine (9) Lines		
Products	Retail: <ul style="list-style-type: none">• POTS – Total	Resale: <ul style="list-style-type: none">• POTS – Total	UNE: <ul style="list-style-type: none">• POTS – Platform• POTS – Loop
Calculation	Numerator	Denominator	
	Sum of completion date minus the application date for POTS orders with six (6) to nine (9) lines with an outside dispatch in product groups.	Number of orders for POTS orders with six (6) to nine (9) lines with an outside dispatch in product groups.	

Sub-Metrics – PR-2 Average Interval Completed(continued)			
PR-2-05	Average Interval Completed – Dispatch ³ 10 Lines		
Products	Retail: • POTS – Total	Resale: • POTS – Total	UNE: • POTS – Platform • POTS – Loop
Calculation	Numerator	Denominator	
	Sum of completion date minus the application date for POTS orders with 10 or more lines with an outside dispatch in product groups.	Number of orders for POTS orders with 10 or more lines with an outside dispatch in product groups.	
PR-2-06	Average Interval Completed – DS0		
Products	Retail: • Specials	Resale: • Specials	UNE: • Specials
Calculation	Numerator	Denominator	
	Sum of completion date minus application date for Special Services DS0 orders.	Number of orders for Special Services DS0 orders.	
PR-2-07	Average Interval Completed – DS1		
Products	Retail: • Specials	Resale: • Specials	UNE: • Specials
Calculation	Numerator	Denominator	
	Sum of completion date minus application date for Special Services DS1 orders.	Number of orders for Special Services DS1 orders.	
PR-2-08	Average Interval Completed – DS3		
Products	Retail: • Specials	Resale: • Specials	UNE: • Specials
Calculation	Numerator	Denominator	
	Sum of completion date minus application date for Special Services DS3 orders.	Number of orders for Special Services DS3 orders.	
PR-2-09	Average Interval Completed – Total		
Products	Retail: • IXC FGD Trunks (≤ 192 Trunks) • IXC FGD Trunks (> 192 & Unforecasted Trunks)	UNE: • IOF • EEL – Backbone • EEL – Loop	CLEC Trunks: • Interconnection Trunks (≤ 192 Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks)
Calculation	Numerator	Denominator	
	Sum of completion date minus the application date for orders within product groups.	Number of orders for orders within product groups.	
PR-2-10 through PR-2-17	Metrics not in use in Maine		
PR-2-18	Average Interval Completed – Disconnects		
Products	Retail: • POTS (including Complex) • Specials	Resale: • POTS (including Complex) • Specials	UNE: • POTS (including Complex) • Specials
Calculation	Numerator	Denominator	

	Sum of due date minus the completion date for disconnect (D&F) orders within product group.	Number of disconnect orders for product group.
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Function:	
PR-3 Completed within Specified Number of Days (1-5 Lines)	
Definition:	
This metric measures the percent of POTS orders with five (5) or fewer lines completed in specified number (by metric) of business days, between application and work completion dates. The application date is the date (day zero (0)) that a valid service request is received. Note: Orders received after 5:00PM are counted as received the next business day.	
Exclusions:	
<ul style="list-style-type: none"> • VZ Test Orders. • Disconnect Orders. • Orders where customers request a DD beyond the standard available appointment interval. (X Appointment Code). • Verizon Administrative orders. • Orders with invalid intervals (<i>e.g. Negative Intervals or intervals over 200 business days – indicative of typographical error</i>). • Additional Segments on orders (parts of a whole order are included in the whole). • Orders that are not complete. (Orders are included in the month that they are complete). • Suspend for non-payment and associated restore orders. • Orders completed late due to any end-user or CLEC caused delay. • Coordinated cut-over Unbundled Network Elements such as loops or number portability orders. • 2 wire xDSL Loop and Line Sharing orders that require a manual loop qualification. <p>Note: 2-wire xDSL orders that require manual loop qualification have an R populated in the Required field of the LSR (indicating that a manual loop qualification is required).</p>	
For 2Wire Digital, 2Wire xDSL Loop and 2Wire xDSL Line Sharing only:	
<ul style="list-style-type: none"> • Orders missed due to facility reasons. 	
Performance Standard:	
Parity with VZ Retail. Refer to the Verizon web-site documented in Appendix L for information on specific products and services. PR-3-10 and PR-3-11 (xDSL Loops) – 95% PR-3-03 (xDSL Line sharing) Parity with VADI	
Report Dimensions	
Company: <ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • POTS: Maine

Sub-Metrics			
PR-3-01	% Completed in one (1) Day one (1) to five (5) Lines – No Dispatch		
Products	Retail: <ul style="list-style-type: none">POTS – Total	Resale: <ul style="list-style-type: none">POTS – Total	UNE : <ul style="list-style-type: none">POTS – Platform & Other (UNE Switch & INP)
Calculation	Numerator	Denominator	
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is one (1) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.	
PR-3-02	% Completed in two (2) Days one (1) to five (5) Lines – No Dispatch		
Products	Retail: <ul style="list-style-type: none">POTS – Total	Resale: <ul style="list-style-type: none">POTS – Total	UNE : <ul style="list-style-type: none">POTS – Platform & Other (UNE Switch & INP)
Calculation	Numerator	Denominator	
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is two (2) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.	
PR-3-03	% Completed in three (3) Days one (1) to five (5) Lines – No Dispatch		
Products	Retail/VADl: <ul style="list-style-type: none">POTS – Total2 Wire XDSL Line sharing²⁰	Resale: <ul style="list-style-type: none">POTS – Total	UNE : <ul style="list-style-type: none">POTS – Platform & Other (UNE Switch & INP)2 Wire XDSL Line sharing²¹
Calculation	Numerator	Denominator	
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is three (3) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.	
PR-3-04	% Completed in one (1) Day one (1) to five (5) Lines – Dispatch		
Products	Retail: <ul style="list-style-type: none">POTS – Total	Resale: <ul style="list-style-type: none">POTS – Total	UNE : <ul style="list-style-type: none">POTS – Platform & Other (UNE Switch & INP)
Calculation	Numerator	Denominator	
	Number of Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is one (1) or fewer days.	Number of Dispatch POTS orders with one (1) to five (5) lines.	

²⁰ Line sharing intervals are 4 days until 02/28/01 and performance will be measured according to PR-3-07. As of the performance month 03/01/01, Verizon will report line sharing according to the 3 day standard in PR-3-03.

²¹ Line sharing intervals are 4 days until 02/28/01 and performance will be measured according to PR-3-07. As of the performance month 03/01/01, Verizon will report line sharing according to the 3 day standard in PR-3-03.

Sub-Metrics PR-3 % Completed within Specified Number of Days (1-5 Lines) (continued)			
PR-3-05	% Completed in two (2) Days one (1) to five (5) Lines – Dispatch		
Products	Retail: • POTS – Total	Resale: • POTS – Total	UNE : • POTS – Platform & Other (UNE Switch & INP)
Calculation	Numerator	Denominator	
	Number of Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is two (2) or fewer days.	Number of Dispatch POTS orders with one (1) to five (5) lines.	
PR-3-06	% Completed in three (3) Days one (1) to five (5) Lines – Dispatch		
Products	Retail: • POTS – Total	Resale: • POTS – Total	UNE : • POTS – Platform & Other (UNE Switch & INP)
Calculation	Numerator	Denominator	
	Number of Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is three (3) or fewer days.	Number of Dispatch POTS orders with one (1) to five (5) lines.	
PR-3-07	% Completed in four (4) Days one (1) to five (5) Lines – Total		
Products	Retail/VADI: • POTS – Total • 2 Wire xDSL line sharing ²²	Resale: • POTS – Total	UNE : • POTS – Platform & Other (UNE Switch & INP) • 2 Wire xDSL line sharing ²³
Calculation	Numerator	Denominator	
	Number of POTS orders with one (1) to five (5) lines where completion date minus application date is four (4) or fewer days.	Number of orders with one (1) to five (5) lines.	
PR-3-08	% Completed in five (5) days one (1) to five (5) Lines – No Dispatch		
Products (also apply to PR-3-09)	Retail: • POTS – Total	Resale: • POTS – Total	UNE : • POTS – Platform & Other (UNE Switch & INP)
Calculation	Numerator	Denominator	
	Number of POTS orders with one (1) to five (5) lines where completion date minus application date is five (5) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.	

²² Line sharing intervals are 4 days until 02/28/01 and performance will be measured according to PR-3-07. As of the performance month 03/01/01, Verizon will report line sharing according to the 3 day standard in PR-3-03.

²³ Line sharing intervals are 4 days until 02/28/01 and performance will be measured according to PR-3-07. As of the performance month 03/01/01, Verizon will report line sharing according to the 3 day standard in PR-3-03.

Sub-Metrics PR-3 % Completed within Specified Number of Days (1-5 Lines) (continued)			
PR-3-09	% Completed in five (5) Days one (1) to five (5) Lines – Dispatch		
Calculation	Numerator		Denominator
	Number of POTS orders with one (1) to five (5) lines where completion date minus application date is five (5) or fewer days.		Number of Dispatch POTS orders with one (1) to five (5) lines.
PR-3-10	% Completed in six (6) Days one (1) to five (5) Lines – Total		
Products	Retail/VADI: <ul style="list-style-type: none"> • POTS – Total • ISDN (2 wire digital) • 2 wire xDSL - Loops • 2-Wire xDSL - line sharing 	Resale: <ul style="list-style-type: none"> • POTS - Total 	UNE: <ul style="list-style-type: none"> • POTS – Platform & Other (UNE Switch & INP) • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - line sharing
Calculation	Numerator		Denominator
	Number of orders (by specified product) with one (1) to five (5) lines where completion date minus application date is six (6) or fewer days.		Number of orders (by specified product) with one (1) to five (5) lines.
PR-3-11	% Completed in nine (9) Days one (1) to five (5) Lines – Total ²⁴		
Products	Retail/VADI: <ul style="list-style-type: none"> • 2 wire xDSL Loops • 2-Wire xDSL - Line Sharing 	UNE: <ul style="list-style-type: none"> • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing 	
Calculation	Numerator		Denominator
	Number of orders (by specified product) with one (1) to five (5) lines where completion date minus application date is nine (9) or fewer days.		Number of orders (by specified product) with one (1) to five (5) lines.

²⁴ Interim performance measure. This metric will be removed upon completion of PO-8 metric.

Function:	
PR-4 Missed Appointments	
Definition:	
This metric measures the Percent of Orders completed after the commitment date.	
<p>For LNP: The percent of orders completed on time (not early) DSL Loops are considered complete if completed on time on the due date. VZ utilizes serial numbers where CLECs provide them to support on-time performance measures. The use of a DD-2 test or a CLECs 800 # has no impact in the determination of a completed DSL loop.</p> <p>Trunks: Includes reciprocal trunks from VZ to CLEC. The percentage of trunks completed for which there was a missed appointment.</p>	
Exclusions:	
<ul style="list-style-type: none"> • VZ Test Orders • Disconnect Orders • Verizon Administrative orders • Additional Segments on orders (parts of a whole order are included in the whole) • Orders that are not complete. (Orders are included in the month that they are completed) • Suspend for non-payment and associated restore orders. • LNP orders without office equipment which do not have a trigger order. • For PR-4-04, and PR-4-14 2Wire Digital, 2Wire xDSL Loop and 2Wire xDSL Line Sharing only exclude orders missed for facility reasons. 	
Performance Standard:	
Parity with VZ Retail ²⁵ Retail Comparison for IOF is retail DS3 and for EEL is retail DS1 LNP: 95% on Time PR-4-02 xDSL Loop – parity with retail specials DS0 PR-4-04 Dispatch xDSL: 5% PR-4-14 : 95% on Time.	
Report Dimensions	
Company: <ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • POTS and Complex: Maine • Specials & Trunks: Maine

²⁵ % Missed Appointment Customer – No Standard – Not in Control of Verizon

Sub-Metrics				
PR-4-01	% Missed Appointment – Verizon – Total			
Description	The percent of orders completed after the commitment date, due to Verizon reasons.			
Products	Retail: <ul style="list-style-type: none">• DS0• DS1• DS3• Specials Other• IXC Feature Group D (FGD) Trunks	Resale: <ul style="list-style-type: none">• DS0• DS1• DS3• Specials Other	UNE: <ul style="list-style-type: none">• EEL• IOF• DS0• DS1• DS3• Specials Other	Trunks: <ul style="list-style-type: none">• CLEC Trunks
Calculation	Numerator		Denominator	
	Number of orders/trunks where the Order completion date is greater than the order DD due to Verizon reasons for product group.		Number of orders/trunks completed for product group.	
PR-4-02	Average Delay Days – Total			
Description	For orders missed due to Verizon reasons, the average number of days between committed DD and actual work completion date.			
Products	Retail/VADI: <ul style="list-style-type: none">• POTS• 2-Wire Digital Services.• 2-Wire xDSL Loops• 2-Wire xDSL - Line Sharing• Specials – Total• DS0• DS1• IXC FGD Trunks	Resale: <ul style="list-style-type: none">• POTS• 2-Wire Digital Services.• Specials Total	UNE: <ul style="list-style-type: none">• POTS• 2-Wire Digital Services.• 2-Wire xDSL Loops• 2-Wire xDSL - Line Sharing• Specials Total• EEL• IOF	Trunks: <ul style="list-style-type: none">• CLEC Trunks
Calculation	Numerator		Denominator	
	Sum of the completion date minus DD for orders/trunks missed due to company reasons by product group.		Number of orders/trunks missed for company reasons, by product group.	

Sub-Metrics (continued) PR-4 Missed Appointments				
PR-4-03	% Missed Appointment – Customer			
Description	The percent of orders/trunks completed after the commitment date, due to CLEC or end-user delay. (Refer to Appendix B for Customer Miss Codes)			
Products	Retail/VADI: <ul style="list-style-type: none">• POTS• 2-Wire Digital Services.• 2-Wire xDSL Loops• 2-Wire xDSL - Line Sharing• DS1• Specials• IXC FGD Trunks	Resale: <ul style="list-style-type: none">• POTS• 2-Wire Digital Services.• Specials	UNE: <ul style="list-style-type: none">• POTS• 2-Wire Digital Services.• 2-Wire xDSL Loops• 2-Wire xDSL - Line Sharing• EEL• Specials	Trunks: <ul style="list-style-type: none">• CLEC Trunks
Calculation	Numerator		Denominator	
	Number of orders/trunks where the order completion date is greater than the order DD due to customer reasons for product group.		Number of orders/trunks completed for product group.	
PR-4-04	% Missed Appointment – Verizon – Dispatch			
Description	The Percent of Dispatched Orders completed after the commitment date, due to Verizon reasons.			
Products	Retail/VADI: <ul style="list-style-type: none">• POTS• 2-Wire Digital Services.• 2-Wire xDSL Loops• 2-Wire xDSL - Line Sharing	Resale: <ul style="list-style-type: none">• POTS• 2-Wire Digital Services.	UNE: <ul style="list-style-type: none">• Platform• Loop – New• Loop – Hot Cut• 2-Wire Digital Services.• 2-Wire xDSL Loops• 2-Wire xDSL - Line Sharing	
Calculation	Numerator		Denominator	
	Number of Dispatched Orders where the order completion date is greater than the order DD due to Verizon reasons for product group.		Number of Dispatched Orders completed for product group.	

Sub-Metrics (continued) PR-4 Missed Appointments			
PR-4-05	% Missed Appointment – Verizon – No Dispatch		
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to Verizon reasons.		
Products	Retail/VADI: <ul style="list-style-type: none"> • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing 	Resale: <ul style="list-style-type: none"> • POTS • 2-Wire Digital Services. 	UNE: <ul style="list-style-type: none"> • Platform • Loop • POTS – Other • 2-Wire Digital Services. • 2-Wire xDSL - Line Sharing
Calculation	Numerator		Denominator
	Number of No Dispatch Orders where the Order completion date is greater than the order DD due to Company Reasons for product group.		Number of No Dispatch Orders Completed for product group.
PR-4-06	Metric Not in Use in Maine. Measure moved to PR-9 metrics.		
PR-4-07	% On Time Performance – LNP Only		
Description	Percent of all LNP orders (including the associated retail disconnect orders) where trigger is in place before the frame DD and disconnect is completed after, but on the DD. For LNP only orders, the percent of LNP (retail disconnect) orders completed in translation on or after date and time on order. Reported in Aggregate. Orders disconnected early are considered not met.		
Products	UNE: <ul style="list-style-type: none"> • LNP 		
Calculation	Numerator		Denominator
	Number of LNP orders, where port trigger is completed one (1) day before frame due time (as scheduled on order) and retail disconnect is completed on or after committed time frame.		Number of LNP orders completed.
PR-4-08	% Missed Appointment – Customer – Due to Late Order Confirmation		
Description	The percent of orders completed after the commitment date, due to CLEC or end-user delay, where the reason for customer delay is identified as a late order confirmation.		
Products	Resale: <ul style="list-style-type: none"> • POTS • 2-Wire Digital Services. • Specials 	UNE: <ul style="list-style-type: none"> • Platform • Loop – Hot Cut • POTS – Other • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials 	
Calculation	Numerator		Denominator
	Number of orders where the order completion date is greater than the order DD due to customer reasons (for late Order Confirmation [MAC = SC]) for product group		Number of orders completed for product group.
PR-4-09 through PR-4-13	Metric numbers not available in Maine.		
PR-4-14	% Completed On Time – 2-wire xDSL		

Description	<p>% of 2-wire x DSL services completed on time. Complete per VZ and CLEC.</p> <p>A 2Wire xDSL order is considered completed on time if:</p> <p>For CLECs that provide serial numbers; the order is completed on the due date and a serial number is provided or :</p> <p>For CLECs that do not provide serial numbers; Verizon completed the service on the due date.</p>	
Products	<p>UNE</p> <ul style="list-style-type: none"> • 2Wire xDSL services 	
Calculation	Numerator	Denominator
	Number of all orders completed on or before the DD.	Number of completed orders.

Sub-Metrics (continued) PR-4 Missed Appointments		
PR-4-09 through PR-4-13	Metric numbers not available in Maine.	
PR-4-14	% Completed On Time – 2-wire xDSL	
Description	<p>% of 2-wire x DSL services completed on time. Complete per VZ and CLEC.</p> <p>A 2Wire xDSL order is considered completed on time if:</p> <p>For CLECs that provide serial numbers; the order is completed on the due date and a serial number is provided or :</p> <p>For CLECs that do not provide serial numbers; Verizon completed the service on the due date.</p>	
Products	UNE <ul style="list-style-type: none"> • 2Wire xDSL services 	
Calculation	Numerator	Denominator
	Number of all orders completed on or before the DD.	Number of completed orders.

Function:				
PR-5 Facility Missed Orders				
Definition:				
This metric measures facility missed orders.				
Facility Missed Orders: The Percent of Dispatched Orders completed after the commitment date, where the cause of the delay is lack of facilities.				
Facility Missed Orders > 15 or 60 Days: The percent of Dispatched orders missed for lack of facilities where the completion date minus the appointment date is greater than 15 or 60 calendar days.				
Facility Missed Trunks: The percentage of trunks completed after the commitment date, where the cause of the delay was due to lack of facilities. Note: trunks are not dispatched.				
Exclusions:				
<ul style="list-style-type: none">• VZ Test Orders• Disconnect Orders• Verizon Administrative orders• Additional Segments on orders (parts of a whole order are included in the whole)• Orders that are not complete. (Orders are included in the month that they are complete)• Suspend for non-payment and associated restore orders.				
Performance Standard:				
Parity with VZ Retail.				
Report Dimensions				
Company: <ul style="list-style-type: none">• VZ Retail• CLEC Aggregate• CLEC Specific			Geography: <ul style="list-style-type: none">• POTS and Complex: Maine• Specials & Trunks: Maine	
Sub-Metrics				
PR-5-01	% Missed Appointment – Verizon – Facilities			
Description	The percent of Dispatched Orders or trunks completed after the commitment date, due to lack of Verizon facilities.			
Products	Retail/VADI: <ul style="list-style-type: none">• POTS• Specials• 2-Wire Digital Services.• 2-Wire xDSL Loops• 2-Wire xDSL - Line Sharing• IXC FGD Trunks	Resale: <ul style="list-style-type: none">• POTS• Specials• 2-Wire Digital Services.	UNE: <ul style="list-style-type: none">• Loop• Platform• Specials• 2-Wire Digital Services.• 2-Wire xDSL Loops• 2-Wire xDSL - Line Sharing if applicable to process)	Trunks: <ul style="list-style-type: none">• CLEC Trunks
Calculation	Numerator		Denominator	
	Number of dispatched orders or trunks where the order completion date is greater than the order DD due to Verizon Facility reasons for product group.		Number of dispatched orders or trunks completed for product group.	

Sub-Metrics (continued) Facility Missed Orders				
PR-5-02	% Orders Held for Facilities > 15 Days			
Description	The Percent of Dispatched Orders or trunks completed more than 15 days after the commitment date, due to lack of Verizon facilities.			
Products	Retail/VADI: <ul style="list-style-type: none">• POTS• 2-Wire Digital Services.• 2-Wire xDSL Loops• 2-Wire xDSL - Line Sharing• Specials• IXC FGD Trunks	Resale: <ul style="list-style-type: none">• POTS• Specials• 2-Wire Digital Services.	UNE: <ul style="list-style-type: none">• Loop• Platform• Specials• 2-Wire Digital Services.• 2-Wire xDSL Loops• 2-Wire xDSL - Line Sharing.	Trunks: <ul style="list-style-type: none">• CLEC Trunks
Calculation	Numerator		Denominator	
	Number of dispatched orders or trunks where the completion date minus DD is 15 or more days for Company Facility reasons for product group.		Number of dispatched orders or trunks completed for product group.	
PR-5-03	% Orders Held for Facilities > 60 Days			
Description	The Percent of Dispatched Orders or trunks completed more than 60 days after the commitment date, due to lack of Verizon facilities.			
Products	Retail/VADI: <ul style="list-style-type: none">• POTS• Specials• 2-Wire Digital Services.• 2-Wire xDSL Loops• 2-Wire xDSL - Line Sharing• IXC FGD Trunks	Resale: <ul style="list-style-type: none">• POTS• 2-Wire Digital Services.• Specials	UNE: <ul style="list-style-type: none">• Loop• Platform• 2-Wire Digital Services.• 2-Wire xDSL Loops• 2-Wire xDSL - Line Sharing• Specials	Trunks: <ul style="list-style-type: none">• CLEC Trunks
Calculation	Numerator		Denominator	
	Number of dispatched orders or trunks where the completion date minus DD is 60 or more days for Company Facility reasons for product group.		Number of dispatched orders or trunks completed for product group.	

Function:				
PR-6 Installation Quality				
Definition:				
This metric measures the percent of lines/circuits/trunks installed where a reported trouble was found in the network within 30 days of order completion.				
Note: For POTS services, the percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days. This includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). Disposition Code 05 includes translation troubles closed via STARMEM automatically by CLEC. Source: NORD				
Exclusions:				
<ul style="list-style-type: none">Subsequent reports (additional customer calls while the trouble is pending).Troubles closed due to customer action.Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.2 wire xDSL troubles reported by CLECs that do not participate in cooperative testing.				
Formula:				
Installation Troubles (within seven (7) or 30 days) with Disposition Codes 03, 04 and 05 divided by Lines completed multiplied by 100				
Performance Standard:				
Parity with VZ Retail For Found Troubles For Hot Cut Loops - % Installation Troubles Reported within seven (7) Days: 2%				
Report Dimensions				
Company: <ul style="list-style-type: none">VZ RetailCLEC AggregateCLEC Specific			Geography: <ul style="list-style-type: none">POTS: MaineSpecials & Trunks: Maine	
Sub-Metrics				
PR-6-01	% Installation Troubles reported within 30 Days			
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in Verizon's network within 30 days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).			
Products	Retail/VADI: <ul style="list-style-type: none">POTS2 wire digital services (ISDN)2-Wire xDSL Loops2-Wire xDSL - Line SharingSpecialsIXC FGD Trunks	Resale: <ul style="list-style-type: none">POTS2 wire digital services (ISDN)Specials	UNE: <ul style="list-style-type: none">POTS – LoopPlatform2-Wire Digital Loops.2-Wire xDSL Loops2-Wire xDSL - Line Sharing.Specials	Trunks: <ul style="list-style-type: none">CLEC Trunks
Calculation	Numerator		Denominator	
	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within 30 days of trouble report.		Total Lines installed in calendar month.	

Sub-Metrics (continued) Installation Quality				
PR-6-02	% Installation Troubles reported within seven (7) Days			
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).			
Products	Retail: <ul style="list-style-type: none">POTS	Resale: <ul style="list-style-type: none">POTS	UNE: <ul style="list-style-type: none">POTS – Loop - TotalPOTS – Loop Hot CutPOTS - Platform	
Calculation	Numerator		Denominator	
	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within seven (7) days of trouble report.		Total Lines installed in calendar month.	
PR-6-03	% Installation Troubles reported within 30 Days – FOK/TOK/CPE			
Description	The percent of lines/circuits/trunks installed where a reported trouble was not found in the network within 30 days of order completion. Includes Disposition Codes 07, 08, and 09 (Found OK/Test OK) and Disposition Codes 12 and 13 (CPE).			
Products	Retail/VADI: <ul style="list-style-type: none">POTS2 wire digital services (ISDN)2-Wire xDSL Loops2-Wire xDSL - Line SharingSpecialsIXC FGD Trunks	Resale: <ul style="list-style-type: none">POTS2 wire Digital Services (ISDN)Specials	UNE: <ul style="list-style-type: none">POTS – LoopPOTS – Other2-Wire Digital Services.2-Wire xDSL Loops2-Wire xDSL - Line SharingSpecials	Trunks: <ul style="list-style-type: none">CLEC Trunks
Calculation	Numerator		Denominator	
	Number of Not Found, Test OK and CPE troubles with installation activity within 30 days of trouble report.		Total Lines installed in calendar month.	

Function:		
PR-7 Jeopardy Reports		
Definition:		
This metric measures the percent of orders, completed or cancelled, identified with a jeopardy condition. CLECs are provided with jeopardy notices, unless they specifically agree or request, in writing, not to receive them. The jeopardy notifications are now available to all CLECs and Resellers in Maine. These notices are posted twice daily for CLECs to retrieve on the WEB server. All CLECs and Resellers in Maine currently have these posted.		
Exclusions:		
<ul style="list-style-type: none">• VZ Test Orders• Disconnect Orders• Verizon Administrative orders• Additional Segments on orders (parts of a whole order are included in the whole)• Orders that are not complete or cancelled.		
Report Dimensions		
Company: <ul style="list-style-type: none">• CLEC Aggregate• CLEC Specific	Geography: <ul style="list-style-type: none">• Maine	
Performance Standard:		
Jeopardy Status Notification: Timeliness of notice of jeopardy of Service Order request where a <i>miss</i> is known in advance of the due date (missed commitment with new date/time) ²⁶		
<ul style="list-style-type: none">• Resale and UNE:• 100% at least 24 hours before due date with facilities• 100% at least 48 hours before due date without facilities• Interconnection Trunks: Two (2) days prior to due date.		
% Orders with Jeopardy status: assessed in conjunction with missed appointments.		
Sub-Metrics (continued) Installation Quality		
PR-7-01	% Orders with Jeopardy Status	
Products	UNE: <ul style="list-style-type: none">• EEL	
Calculation	Numerator	Denominator
	Number of EEL orders with jeopardy status.	Total EEL orders completed or cancelled.

²⁶ To the extent that VZ has knowledge of a jeopardy condition, notice will be given as soon as it is known on or before committed due date.

Function:	
PR-8 Open Orders in a Hold Status	
Definition:	
<p>This metric measures the number of open orders that at the close of the reporting period have been in a hold status for more than 30 or 90 calendar days, as a percentage of orders completed in the reporting period.</p> <p>An open order is a valid order that has not been completed or cancelled. Open orders in a hold status include:</p> <ol style="list-style-type: none"> 1. open orders that have passed the originally committed completion date due to VZ reasons; and, 2. open orders that have not been assigned a completion date due to VZ reasons. <p>Measurement of the 30 and 90 day intervals for open orders that have passed the originally committed completion date due to VZ reasons will commence with such passed originally committed completion date (passed originally committed completion date = Day 0). Measurement of the 30 and 90 day intervals for open orders that have not been assigned a completion date due to VZ reasons will commence with the application date (application date = Day 0).</p>	
Exclusions:	
<ul style="list-style-type: none"> • VZ Test Orders. • Disconnect Orders. • Verizon Administrative orders. • Additional segments on orders (parts of a whole order are included in the whole). • Orders that are complete or cancelled. • Suspend for non-payment and associated restore orders. • Orders that have passed the committed completion date, or whose completion has been delayed, due to CLEC or end user delay. (including VZ requests for cancellation) • Orders that at the request of the CLEC or VZ Retail customer have not been assigned a completion date. 	
Performance Standard:	
<p>Parity with Verizon Retail.</p> <p>2W xDSL Loop retail compare is Specials DS0</p> <p>2Wire xDSL Line Sharing performance standard is Parity with VADI..</p>	
Report Dimensions	
Company <ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • POTS: Maine • Specials & Trunks: Maine

Sub-Metrics				
PR-8-01	Open Orders in a Hold Status > 30 Days			
Products	Retail/ VADI: <ul style="list-style-type: none">• POTS• 2–Wire Digital Services• 2–Wire xDSL Loops• 2–Wire xDSL - Line Sharing• Specials – DS0• IXC FGD Trunks	Resale: <ul style="list-style-type: none">• POTS• 2-Wire Digital Services• Specials	UNE: <ul style="list-style-type: none">• POTS• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL - Line Sharing• Specials• EEL• IOF	Trunks: <ul style="list-style-type: none">• CLEC Trunks
Calculation	Numerator		Denominator	
	Number of open orders that at the close of the reporting period have been in a hold status for more than 30 days.		Total number of orders completed in the reporting period.	
PR-8-02	Open Orders in a Hold Status > 90 Days			
Products	Retail: <ul style="list-style-type: none">• POTS• 2–Wire Digital Services• 2–Wire xDSL Loops• 2–Wire xDSL - Line Sharing• Specials DS0• IXC FGD Trunks	Resale: <ul style="list-style-type: none">• POTS• 2-Wire Digital Services• Specials	UNE: <ul style="list-style-type: none">• POTS• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL - Line Sharing• Specials• EEL• IOF	Trunks: <ul style="list-style-type: none">• CLEC Trunks
Calculation	Numerator		Denominator	
	Number of open orders that at the close of the reporting period have been in a hold status for more than 90 days.		Total number of orders completed in the reporting period.	

Function:	
PR-9 Hot Cut Loops	
Methodology:	
<p>This metric measures the percent on-time performance for UNE Hot Cut Loops.</p> <p>A Hot Cut is considered complete when the following situation occurs:</p> <p>Work is done at the appointed Frame Due Time (FDT) as noted on the LSRC or the work is done at a time mutually agreed upon by the RCCC/CLEC. The time is either within a prescribed interval as noted in the C2C guidelines, or it is a mutually accepted interval agreed upon by Verizon and the CLEC (<i>e.g. project completes by a certain date</i>).</p> <p>Note: If Verizon re-institutes the acceptance testing process, the percent on time measure will include the time it takes to complete acceptance testing.</p> <p>A Hot Cut is considered missed when one of the following occurs:</p> <ol style="list-style-type: none"> 1. Premature disconnect called in to 1-877-HotCuts (otherwise the disconnect would be captured as a Retail trouble). 2. Work was not done (<i>e.g. work was not turned up to CLEC by some means (e-mail, VMS, direct phone call)</i>) by close of intervals noted under <i>Met Hot Cuts</i> definition due to a Verizon reason (<i>e.g. HFC, late turn-up, due date pushed out due to Verizon action</i>). 	
Exclusions:	
<ul style="list-style-type: none"> • VZ Test Orders • Verizon Administrative orders • Additional segments on orders (parts of a whole order are included in the whole) • Orders that are not complete. (Orders are included in the month that they are complete) • If a CLEC cancels an order before the start of a Hot Cut window and VZ performs the Hot Cut, this VZ error will result in a retail trouble report and need not be reflected elsewhere. <p>From PR-9-09 % Supplemented or Cancelled Orders at Verizon Maine request:</p> <ul style="list-style-type: none"> • Hot Cuts where no CLEC dial tone was found on DD-2 test and the CLEC was notified of problem • Hot Cuts where CLEC dial tone was found on DD-2 test and not present on the DD. 	
Performance Standard:	
<p>Hot Cuts:</p> <p>PR-9-01: 95% completed within window</p> <p>PR-9-02 through PR-9-10: No Standard established</p> <p>Standard for Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:</p> <p> one (1) to nine (9) lines: one (1) Hour</p> <p> 10 to 49 lines: two (2) Hours</p> <p> 50 to 99 lines: three (3) Hours</p> <p> 100 to 199 lines: four (4) Hours</p> <p> 200 plus lines: eight (8) Hours</p> <p>If IDLC is involved – Four (4) hour window (8:00AM to 12:00PM (Noon) or 1:00PM to 5:00PM)²⁷. Four (4) hour window applies to start time.</p>	
Report Dimensions	
<p>Company:</p> <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	<p>Geography:</p> <ul style="list-style-type: none"> • POTS: Maine

²⁷ Only applicable if Verizon Maine notified CLEC by 2:30PM Eastern Time on DD-2 that the service was on IDLC

Sub-Metrics – Hot Cut Loops		
PR-9-01	% On Time Performance – Hot Cut	
Description	Percent of all UNE Loop orders completed within the cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & Number Portability. Orders disconnected early are considered not met. Note: Also includes lines on orders cancelled by CLEC during or after a Defective Cut.	
Products	UNE: <ul style="list-style-type: none"> Loop – Hot Cut (Coordinated Cut-over) 	
Calculation	Numerator	Denominator
	Number of Hot Cut (coordinated loop) orders (with or without number portability) completed within commitment window (as scheduled on order) on DD.	Number of Hot Cut (coordinated loop orders) completed.
PR-9-02 through PR-9-07	Metrics not in use in Maine.	

Sub-Metrics – Hot Cut Loops (Continued)		
PR-9-08	Average Duration of Service Interruption	
Description	The average repair time (Mean Time to Repair - MTTR) for troubles called in to the 1-877-HotCuts line (Installation troubles)	
Calculation	Numerator	Denominator
	The sum of the trouble clear date and time minus the trouble receipt date and time for Central Office and Loop troubles (disposition codes 03, 04, and 05) for HotCut Installation troubles reported within seven (7) days.	Number of Central Office and Loop troubles (disposition codes 03, 04, and 05) for HotCut Installation troubles reported within seven (7) days.
PR-9-09	% Supplemented or Cancelled Orders at Verizon Maine Request	
Description	Percent of orders supplemented or cancelled by CLEC at the request of Verizon Maine as a percent of total Hot Cut orders.	
Calculation	Numerator	Denominator
	Number of Hot Cuts cancelled or supplemented at VZ Request.	Number of Hot Cut orders completed plus cancelled orders.

Section 4

Maintenance & Repair Performance

(MR)

Function		<u>Number of Sub-metrics</u>
MR-1	Response Time OSS Maintenance Interface	6
MR-2	Trouble Report Rate	5
MR-3	Missed Repair Appointments	5
MR-4	Trouble Duration Intervals	10
MR-5	Repeat Trouble Reports	1

Function:		
MR-1 Response Time OSS Maintenance Interface		
Definition:		
<p>This metric measures the response time defined as the time, in seconds, that elapses from issuance of a query request to receipt of a response by the requesting carrier. For CLECs this performance is measured at the access platform.</p> <p>Verizon uses two databases to collect maintenance performance data. Coding specified in this section is largely POTS services. Special Services and Trunks coding descriptions are included in the Appendix A.</p>		
Exclusions:		
<ul style="list-style-type: none"> CLEC Create Transactions – complex create trouble transactions not available to retail. 		
Methodology:		
<p>8:00AM to 5:00PM. (earlier version Monday through Friday now expanded to seven (7) days, no holiday exclusions)</p> <p>For VZ retail representatives: Retail performance is reported directly from Caseworker.</p> <p>For CLEC representatives: Actual response times reported by RETAS. For Create Trouble includes basic create function.</p>		
Performance Standard:		
Parity with Retail plus not more than four (4) seconds. Four (4)-second difference allows for variations in functionality.		
Report Dimensions		
Company: <ul style="list-style-type: none"> VZ Retail CLEC Aggregate 		Geography: <ul style="list-style-type: none"> Maine <p>Note: All sub-metrics are reported at a state specific level except MR-1-06 which is reported as a Verizon New England (MA, ME, NH, RI, VT combined) number.</p>
Products	<ul style="list-style-type: none"> Retail 	<ul style="list-style-type: none"> CLEC
Sub-Metrics		
MR-1-01	Average Response Time – Create Trouble	
Calculation	Numerator	Denominator
	Sum of all response times from <i>Enter</i> key to reply on screen for Create Trouble transactions.	Number of Create Trouble transactions.

Sub-Metrics (continued) MR-1 Response Time OSS Maintenance Interface		
MR-1-02	Average Response Time – Status Trouble	
Calculation	Numerator	Denominator
	Sum of all response times from <i>Enter</i> key to reply on screen for Status Trouble transactions.	Number of Status Trouble transactions.
MR-1-03	Average Response Time – Modify Trouble	
Calculation	Numerator	Denominator
	Sum of all response times from <i>Enter</i> key to reply on screen for Modify Trouble transactions	Number of Modify Trouble transactions.
MR-1-04	Average Response Time – Request Cancellation of Trouble	
Calculation	Numerator	Denominator
	Sum of all response times from <i>Enter</i> key to reply on screen for Request for Cancellation of Trouble transactions.	Number of Request for Cancellation of Trouble transactions.
MR-1-05	Average Response Time –Trouble Report History (by TN/Circuit)	
Calculation	Numerator	Denominator
	Sum of all response times from <i>Enter</i> key to reply on screen for Trouble Report History transactions.	Number of Trouble History transactions.
MR-1-06	Average Response Time – Test Trouble (POTS Only)	
Calculation	Numerator	Denominator
	Sum of all response times from <i>Enter</i> key to reply on screen for Trouble Test transactions.	Number of Trouble Test transactions.

Function:				
MR-2 Trouble Report Rate				
Definition:				
<p>This metric measures the total initial customer direct or referred troubles reported, where the trouble disposition was found to be in the network, per 100 lines/circuits/trunks in service. Loop equals Drop Wire plus Outside Plant Loop. Network Trouble means a trouble with a Disposition Codes of 03 (Drop-wire), 04 (Outside Plant Loop), or 05 (Central Office).</p> <p>UNE Loop is defined as 2-wire analog loop.</p> <p>Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information.</p> <p>The Disposition Codes set forth in the CLEC Handbook, Section 8.8 are included in Appendix G.</p>				
Exclusions:				
<ul style="list-style-type: none">Report rate excludes subsequent reports (additional customer calls while the trouble is pending)Troubles reported on VZ official (administrative lines)Troubles closed due to customer action.Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble <p>Excluded from Total and Loop/CO report rates:</p> <ul style="list-style-type: none">Customer Premises Equipment (CPE) troublesTroubles reported but not found (Found OK and Test OK). <p>Excluded from MR-2-02 and MR-2-03 for 2 wire xDSL Loops and Line sharing: Installation troubles</p>				
Performance Standard:				
<p>MR-2-01, MR-2-02, MR-2-03 Report Rate:</p> <p>Parity with VZ Retail.</p> <p>Trunk Retail Equivalent = IXC FGD. Parity should be assessed in conjunction with MTTR</p> <p>% Subsequent Reports:</p> <p>Parity to be assessed in conjunction with missed appointments.</p> <p>% CPE/TOK/FOK Reports: (Customer Premises Equipment, Test OK, Found OK)</p> <p>To be used for root cause analysis. For CLEC troubles a not found trouble is coded as CPE.</p> <p>Metrics MR-2-04 and MR-2-05: No standard</p>				
Report Dimensions				
<p>Company:</p> <ul style="list-style-type: none">VZ RetailCLEC AggregateCLEC Specific			<p>Geography:</p> <ul style="list-style-type: none">POTS and Complex: MaineSpecials & Trunks: Maine	
Sub-Metrics				
MR-2-01	Network Trouble Report Rate			
Products	<p>Retail:</p> <ul style="list-style-type: none">SpecialsIXC FGD Trunks	<p>Resale:</p> <ul style="list-style-type: none">Specials	<p>UNE:</p> <ul style="list-style-type: none">Specials	<p>Trunks:</p> <ul style="list-style-type: none">CLEC Trunks
Calculation	Numerator		Denominator	
POTS:	Number of all trouble reports with found network troubles (trbl_cd is FAC or CO).		Number of Lines or specials or trunks in service.	

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)			
MR-2-02	Network Trouble Report Rate – Loop		
Products	Retail/ VADl: <ul style="list-style-type: none"> • POTS • 2 wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing 	Resale: <ul style="list-style-type: none"> • POTS • 2 wire Digital Services (ISDN) 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing
Calculation	Numerator		Denominator
	Number of all loop trouble reports (Disposition Codes of 03 and 04).		Number of Lines in service.
MR-2-03	Network Trouble Report Rate – Central Office		
Products	Retail/ VADl: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing 	Resale: <ul style="list-style-type: none"> • POTS • 2 wire Digital services (ISDN) 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing
Calculation	Numerator		Denominator
	Number of all Central Office trouble reports (Disposition Code of 05).		Number of Lines in service.
MR-2-04	% Subsequent Reports		
Description	Subsequent Reports: Additional customer trouble calls received while an existing trouble report is pending. Subsequents are typically status inquiries or customer's calling to change information.		
Products	Retail/ VADl: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing
Calculation	Numerator		Denominator
	Number of subsequent reports (Field and administrative repeaters for Disposition Codes, 03, 04 and 05).		Number of Total Disposition Codes 03, 04, and 05 troubles reported (Per MR-2-01).

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)			
MR-2-05	% CPE/TOK/FOK Trouble Report Rate		
Description	Troubles closed to CPE, Found OK and Test OK as a percent of lines in service.		
Products	Retail/VADI: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • Specials 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN)Specials 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • Specials
Calculation	Numerator		Denominator
	Number of all CPE (Disposition Codes 12/13), Test OK, and Found OK troubles (Disposition Codes 07, 08, and 09), and Not Found troubles for Specials.		Number of lines in service.

Function:			
MR-3 Missed Repair Appointments			
Definition:			
<p>This metric measures the percent of reported Network Troubles not repaired and cleared by the date and time committed. Also referred to as percent of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).</p> <p>Loop is defined as Disposition Codes 03 plus 04. These troubles are always dispatched.</p> <p>Double Dispatch: A trouble that has more than one dispatch before closure. May include more than one outside dispatch or dispatches inside and outside.</p>			
Exclusions:			
<ul style="list-style-type: none">Missed appointments where the CLEC or end-user causes the missed appointment or required access was not available during appointment intervalExcludes subsequent reports (additional customer calls while the trouble is pending)*Customer Premises Equipment (CPE) troubles*Troubles reported but not found (Found OK (FOK) and Test OK (TOK)).Troubles closed due to customer action.Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble. <p>Note: The following <i>No Access Rule</i> applies to MR-3 <i>Missed Repair Appointments</i> sub-metrics: Exclude records where Verizon dispatches a technician prior to the appointment date, and encounters a <i>No Access</i> situation.</p> <p>* The CPE and FOK/TOK exclusions do not apply to sub-metric MR-3-03.</p>			
Performance Standard:			
<p>MR-3-01 and MR-3-02 – Parity with VZ Retail. UNE Loop measurement is compared to Retail Business and Residence combined.</p> <p>MR-3-03 and MR-3-04: No standard</p>			
Report Dimensions			
Company: <ul style="list-style-type: none">VZ RetailCLEC AggregateCLEC Specific		Geography: <ul style="list-style-type: none">POTS and Complex: Maine	
Sub-Metrics			
MR-3-01	% Missed Repair Appointment – Loop		
Products	Retail/ VADI: <ul style="list-style-type: none">POTS –BusinessPOTS - ResidencePOTS – Total2 Wire Digital Services (ISDN)2–Wire xDSL Loops2–Wire xDSL Line Sharing	Resale: <ul style="list-style-type: none">POTS - BusinessPOTS – Residence2 Wire Digital Services (ISDN)	UNE: <ul style="list-style-type: none">Platform BusinessPlatform ResidenceLoop2-Wire Digital Services2-Wire xDSL Loops2-Wire xDSL Line Sharing
Calculation	Numerator		Denominator
	Number of Loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for Disposition Codes 0300-0499).		Number of Loop troubles (Disposition Codes 03 and 04).

Sub-Metrics – Missed Repair Appointment (Continued)			
MR-3-02	% Missed Repair Appointment – Central Office		
Products	Retail/VADI: <ul style="list-style-type: none"> • POTS - Business • POTS- Residence • POTS – Total • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing 	Resale: <ul style="list-style-type: none"> • POTS- Business • POTS- Residence • 2 Wire Digital Services (ISDN) 	UNE: <ul style="list-style-type: none"> • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing
Calculation	Numerator		Denominator
	Number of Central Office troubles where clear time is greater than commitment time (missed appointments (M=X) for Disposition Code 05).		Number of Central Office Troubles (Disposition Code 05).
MR-3-03	% CPE/TOK/FOK – Missed Appointment		
Products	Retail/ VADI: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing
Calculation	Numerator		Denominator
	Number of CPE, FOK and TOK troubles where clear time is greater than appointment time for (M=X) Disposition Codes (07, 08, 09, 12, and 13).		Number of CPE, FOK and TOK troubles (Disposition Codes 07,08, 09, 12, and 13).
MR-3-04	% Missed Repair Appointment – No Double Dispatch		
Products	Retail/ VADI: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) 	UNE: <ul style="list-style-type: none"> • POTS – Platform • POTS – Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing
Calculation	Numerator		Denominator
	Number of network troubles where clear time is greater than commitment time (missed appointments for (M=X) for Disposition Codes 0300-0599) for troubles with a single dispatch.		Number of network troubles (Disposition Codes 03, 04, and 05) for troubles with a single dispatch.

Sub-Metrics – Missed Repair Appointment (Continued)			
MR-3-05	% Missed Repair Appointment –Double Dispatch ²⁸		
Products	Retail/VADI: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing
Calculation	Numerator		Denominator
	Number of network troubles where clear time is greater than commitment time (missed appointments for (M=X) for Disposition Codes 0300-0599) for troubles with multiple dispatches. Retail is measured by individual dispatches on a single trouble. UNE is based on double dispatch identifier.		Number of network troubles (Disposition Codes 03, 04, and 05) for troubles with multiple dispatches. Retail is measured by individual dispatches on a single trouble. UNE is based on double dispatch identifier.

²⁸ When Verizon Maine opens a second trouble report, after an incorrect dispatch by a CLEC, Verizon Maine will notify the CLEC by telephone of the second trouble ticket.

Function:	
MR-4 Trouble Duration Intervals	
Definition:	
<p>This metric measures the trouble duration intervals. Mean Time to Repair: (MTTR) For Network Trouble reports, the average duration time from trouble receipt to trouble clearance. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).</p> <p>For POTS and Complex type services this is measured on a <i>running clock</i> basis. Run clock includes weekends and holidays.</p> <p>For Special Services type services and Interconnection trunks, this is measured on a <i>stop clock</i> basis (e.g., the clock is stopped when CLEC testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access).</p> <p>Out of Service Intervals: The percent of Network Troubles that indicate an Out-Of-Service (OOS) condition which was repaired and cleared more than “y” hours after receipt of trouble report. OOS means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The OOS period commences when the trouble is entered into VZ's designated trouble-reporting interface either directly by the CLEC or by a VZ representative upon notification. OOS intervals includeweekends and holidays. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). Note: “y” equals hours OOS (2, 4, 12 or 24 hours).</p> <p>For Special Services: An OOS condition is defined as follows: Troubles where, in the initial contact with the customer, it is determined that the circuit is completely OOS and not just an intermittent problem (osi = 'y'), and the trouble completion code indicated that a trouble was found within the Verizon network (trbl_cd is "FAC" or "CO").</p> <p>Double Dispatch: A trouble that has more than one dispatch before closure. May include more than one outside dispatch or dispatches inside and outside.</p>	
Exclusions:	
<ul style="list-style-type: none"> • Subsequent reports (additional customer calls while the trouble is pending) • Customer Premises Equipment (CPE) troubles • Troubles reported but not found (Found OK and Test OK). • Troubles closed due to customer action. • Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble. 	
Performance Standard:	
Parity with VZ Retail. UNE Loop measurement will be compared to Retail Business and Residence combined.	
Report Dimensions	
Company: <ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • POTS and Complex: Maine • Specials & Trunks: Maine

Sub-Metrics – Trouble Duration Intervals				
MR-4-01	Mean Time To Repair – Total			
Products	Retail/VADI: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)• Specials• IXC FGD Trunks	Resale: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)• Specials	UNE: <ul style="list-style-type: none">• Platform• Loop• 2-Wire Digital Services• Specials	Trunks: <ul style="list-style-type: none">• CLEC Trunks
Calculation	Numerator		Denominator	
	Sum of trouble clear date and time minus trouble receipt date and time for Central Office and Loop troubles (Disposition Codes 03, 04 and 05 (Specials – excludes stop time)).		Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05).	
MR-4-02	Mean Time To Repair – Loop Trouble			
Products	Retail/VADI: <ul style="list-style-type: none">• POTS- Business• POTS – Residence• POTS - Total• 2 Wire Digital Services (ISDN)• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing	Resale: <ul style="list-style-type: none">• POTS- Business• POTS- Residence• 2 Wire Digital Services (ISDN)	UNE: <ul style="list-style-type: none">• Platform Business• Platform Residence• Loop• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing	
Calculation	Numerator		Denominator	
	Sum of the trouble clear date and time minus the trouble receipt date and time for Loop troubles (Disposition Codes 03 and 04).		Number of Loop troubles (Disposition Codes 03 and 04).	
MR-4-03	Mean Time To Repair – Central Office Trouble			
Products	Retail/VADI: <ul style="list-style-type: none">• POTS- Business• POTS- Residence• POTS – Total• 2 Wire Digital Services (ISDN)• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing	Resale: <ul style="list-style-type: none">• POTS- Business• POTS- Residence• 2 Wire Digital Services (ISDN)	UNE: <ul style="list-style-type: none">• POTS – Platform Business• POTS – Platform Residence• POTS - Loop• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing	
Calculation	Numerator		Denominator	
	Sum of trouble clear date and time minus trouble receipt date and time for Central Office troubles (Disposition Code 05).		Number of Total Central Office troubles (Disposition Codes 05).	

Sub-Metrics MR-4 Trouble Duration Intervals (continued)				
MR-4-04	% Cleared (all troubles) within 24 Hours			
Products	Retail/VADI: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing• Specials• IXC FGD Trunks	Resale: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)• Specials	UNE: <ul style="list-style-type: none">• Platform• Loop• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing• Specials	Trunks: <ul style="list-style-type: none">• CLEC Trunks
Calculation	Numerator		Denominator	
	Number of troubles, where the trouble clear date and time minus trouble receipt date and time is less than or equal to 24 hours.		Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05).	
MR-4-05	% Out of Service > 2 Hours			
Products	Retail: <ul style="list-style-type: none">• IXC FGD Trunks		Trunks: <ul style="list-style-type: none">• CLEC Trunks	
Calculation	Numerator		Denominator	
	Number of trunk troubles OOS, where the trouble clear date and time minus the trouble receipt date and time is greater than two (2) hours.		Number of Total OOS trunk troubles (Loop and Central Office).	
MR-4-06	% Out of Service > 4 Hours			
Products	Retail: <ul style="list-style-type: none">• POTS• Specials• IXC FGD Trunks	Resale: <ul style="list-style-type: none">• POTS• Specials	UNE: <ul style="list-style-type: none">• Platform• Specials	Trunks: <ul style="list-style-type: none">• CLEC Trunks
Calculation	Numerator		Denominator	
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than four (4) hours.		Number of OOS troubles (Loop and Central Office).	
MR-4-07	% Out of Service > 12 Hours			
Products	Retail/VADI: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing• IXC FGD Trunks	Resale: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)	UNE: <ul style="list-style-type: none">• Platform• Loop• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing	Trunks: <ul style="list-style-type: none">• CLEC Trunks
Calculation	Numerator		Denominator	
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than 12 hours.		Number of OOS troubles (Loop and Central Office).	

Sub-Metrics MR-4 Trouble Duration Intervals (continued)				
MR-4-08	% Out of Service > 24 Hours			
Products	Retail/VADI: <ul style="list-style-type: none">• POTS-Business• POTSResidence• POTS - Total• 2 Wire Digital Services (ISDN)• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing• Specials• IXC FGD Trunks	Resale: <ul style="list-style-type: none">• POTS-Business• POTS-Residence• 2 Wire Digital Services (ISDN)• Specials	UNE: <ul style="list-style-type: none">• Platform Business• Platform Residence• Loop• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing• Specials	Trunks: <ul style="list-style-type: none">• CLEC Trunks
Calculation	Numerator		Denominator	
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than 24 hours.		Number of OOS troubles (Loop and Central Office).	
MR-4-09	Mean Time To Repair – No Double Dispatch			
Products	Retail/VADI: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing		UNE: <ul style="list-style-type: none">• Loop• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing	
Calculation	Numerator		Denominator	
	Sum of Trouble clear date and time minus trouble receipt date and time for Central Office and Loop troubles (Disposition Codes 03, 04 and 05) for troubles with a single dispatch.		Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05) for troubles with a single dispatch.	
MR-4-10	Mean Time To Repair –Double Dispatch			
Products	Retail/VADI: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing		UNE: <ul style="list-style-type: none">• Loop• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing	
Calculation	Numerator		Denominator	
	Sum of Trouble clear date and time minus trouble receipt date and time for Central Office and Loop troubles (Disposition Codes 03, 04 and 05) for troubles with multiple dispatches. Retail is measured by the number of individual dispatches on a single trouble. UNE is based on double dispatch identifier.		Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05) for troubles with multiple dispatches. Retail is measured by the number of individual dispatches on a single trouble. UNE is based on double dispatch identifier.	

Function:				
MR-5 Repeat Trouble Reports				
Definition:				
<p>This metric measures the percent of troubles cleared that have an additional trouble reported/cleared within 30 days for which a network trouble (Disposition Codes 03, 04, or 05) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report that occurred within the last 30 calendar days of the previous trouble. Any trouble, regardless of the original Disposition Code, that repeat as a Disposition Code 03, 04, or 05 will be classified as a repeat report.</p> <p>The identification of a repeat report and the scoring (number of days since original report) is based on the Close Date of the original report (often referred to as the “OR”) to the Close Date of the repeater.</p>				
Exclusions:				
<p>A report is not scored as a repeat when the original reports are:</p> <ul style="list-style-type: none">• Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble• Excluded from the repeat reports are:subsequent reports (additional customer calls while the trouble is pending)• Customer Premises Equipment (CPE) troubles• Troubles reported but not found upon dispatch (Found OK and Test OK).• Troubles closed due to customer action.• Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble.				
Performance Standard:				
Parity with VZ Retail.				
Report Dimensions				
Company: <ul style="list-style-type: none">• VZ Retail• CLEC Aggregate• CLEC Specific			Geography: <ul style="list-style-type: none">• POTS and Complex: Maine• Specials & Trunks: Maine	
Sub-Metrics				
MR-5-01	% Repeat Reports within 30 Days			
Products	Retail/VADl: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing• Specials• IXC FGD Trunks	Resale: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)• Specials	UNE: <ul style="list-style-type: none">• Platform• Loop• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing• Specials	Trunks: <ul style="list-style-type: none">• CLEC Trunks
Calculation	Numerator		Denominator	
	Number of Central Office and Loop troubles that had previous troubles within the last 30 days. (Disposition Codes 03, 04, and 05, that repeated from Disposition Codes < 14). (Repeat Flag is set)		Total Central Office and Loop Found troubles (Disposition Codes 03, 04 and 05) within the calendar month.	

Section 5
Network Performance
(NP)

Function		Number of Sub-metrics
		<hr/>
NP-1	Percent Final Trunk Group Blockage	4
NP-2	Collocation Performance	8
NP-3	Switching Performance	0
NP-4	Notification of Network Outage	0

Network Performance (NP)

Function:
NP-1 Percent Final Trunk Group Blockage
Definition:
<p>The percent of Final Trunk Groups that exceed blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of VZ trunk groups exceeding the applicable blocking design threshold will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design-blocking threshold. [Tables specify the blocking threshold (Service Threshold) under which Verizon operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. For B.005 design, this is trunk-groups exceeding a threshold of about 2% blocking.] For this measure, VZ Retail Trunks are defined as Common Final Trunks carrying Local Traffic between offices. Typical common final trunks are between end-offices and access tandems. CLEC Trunks are dedicated final trunks carrying traffic from the VZ access tandem to the CLEC.</p>
Exclusions:
<p>Trunks not included:</p> <ul style="list-style-type: none"> • IXC Dedicated Trunks • Common Trunks carrying only IXC traffic <p>VZ will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that VZ has identified a blocked trunk group and that the trunk group should be excluded from VZ performance. Unless the CLEC responds back with documentation that the information on the condition is inaccurate, the trunk group will be excluded:</p> <ul style="list-style-type: none"> • Trunks blocked due to CLEC network failure • Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk • Trunks blocked where CLEC order for augmentation is overdue • Trunks blocked where CLEC has not responded to or has denied VZ request for augmentation • Trunks blocked due to other CLEC trunk network rearrangements.
Performance Standard:
<p>Because common trunks carry both retail and CLEC traffic, there will be parity with Retail on common trunks.</p> <p>For individual trunk groups carrying traffic between VZ and CLECs, VZ will provide an explanation (and action plan if necessary) on individual trunks blocking for two months consecutively. An individual trunk should not be blocked for three consecutive months.</p> <p>End User Standard:</p> <p>602.1(m) Final Trunk Group - The last choice group of common interoffice communications channels for the routing of local, operator and/or toll calls.</p> <p>603.3(g) Percent Final Trunk Group Blockages. This metric is defined as the monthly percentage of blocked calls on any local, toll, and local operator final trunk groups and has a performance threshold of 3.0% or less for each final trunk group.</p> <p>603.4(d)(3) For Percent Final Trunk Group Blockages, a Service Inquiry Report shall automatically be filed whenever performance is not at or better than 3.0 percent for three consecutive months.</p>

Report Dimensions – NP-1 Percent Final Trunk Group Blockage		
Company: <ul style="list-style-type: none"> VZ Retail CLEC Aggregate CLEC Specific 		Geography: <ul style="list-style-type: none"> Maine
Products	Retail: <ul style="list-style-type: none"> VZ Common Final (Local)Trunks 	Trunks: <ul style="list-style-type: none"> CLEC Trunks
Sub-Metrics		
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	
Calculation	Numerator	Denominator
	Number of Final Trunk Groups that exceed blocking threshold for one (1) month exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Total number of final trunk groups.
NP-1-02	% Final Trunk Groups Exceeding Blocking Standard (No Exceptions)	
Calculation	Numerator	Denominator
	Number of Final Trunk Groups that exceed blocking threshold.	Total number of final trunk groups.
NP-1-03	Number Final Trunk Groups Exceeding Blocking Standard – Two (2) Months	
Calculation	Numerator	Denominator
	Number of Final Trunk Groups that exceed blocking threshold, for two (2) consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable.
NP-1-04	Number Final Trunk Groups Exceeding Blocking Standard – Three (3) Months	
Calculation	Numerator	Denominator
	Number of Final Trunk Groups that exceed blocking threshold, for three (3) consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable.

Function:		
NP-2 Collocation Performance		
Definition:		
Interval: The average number of business days between order application date and completion or between order application date and response (notification of space availability) date. The application date is the date that a valid service request is received.		
Refer to the web-site contained in Appendix L, Product Interval Summary, for specific collocation intervals.		
Completions: VZ will not be deemed to have completed work on a collocation case until the cage is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC.		
Exclusions:		
<ul style="list-style-type: none">None		
Formula:		
Interval: Σ (Committed DD) minus the Application Date) divided by the Number of Cages.		
% On Time: Number of Cages completed on DD (adjusted for milestone misses) divided by Number of Cages completed multiplied by 100.		
Delay Days: $:\Sigma$ (Actual Completion Date minus the Committed DD (adjusted for milestone misses)) divided by the Number of Cages where DD is missed.		
Performance Standard:		
Refer to the web-site listed in Appendix L, Product Interval Summary for specific collocation intervals.		
Physical: 95% On Time		
Virtual: 95% On Time		
Report Dimensions		
Company: <ul style="list-style-type: none">CLEC AggregateCLEC Specific		Geography: <ul style="list-style-type: none">Maine
Products	<ul style="list-style-type: none">New ApplicationsAugment Applications	
Sub-Metrics		
NP-2-01	% On Time Response to Request for Physical Collocation	
Calculation	Numerator	Denominator
	Number of requests for Physical Collocation cages where response to request is answered on time.	Number of requests for Physical Collocation received in period.
NP-2-02	% On Time Response to Request for Virtual Collocation	
Calculation	Numerator	Denominator
	Number of requests for Virtual Collocation arrangements where response to request is answered on time.	Number of requests for Virtual Collocation received in period.

Sub-Metrics NP-2 Collocation Performance (continued)		
NP-2-03	Average Interval – Physical Collocation	
Calculation	Numerator	Denominator
	Sum of duration from application date to completion date for Physical Collocation cages completed during report period. (Excludes time for CLEC milestone misses).	Number of Physical Collocation cages completed.
NP-2-04	Average Interval – Virtual Collocation	
Calculation	Numerator	Denominator
	Sum of duration from application date to completion date for Virtual Collocation arrangements completed during report period. (Excludes time for CLEC milestone misses).	Number of Virtual Collocation arrangements completed.
NP-2-05	% On Time – Physical Collocation	
Calculation	Numerator	Denominator
	Number of Physical Collocation arrangements completed on or before DD (including DD extensions resulting from CLEC milestone misses).	Number of Physical Collocation cages completed.
NP-2-06	% On Time – Virtual Collocation	
Calculation	Numerator	Denominator
	Number of Virtual Collocation arrangements completed on or before DD (including DD extensions resulting from CLEC milestone misses).	Number of Virtual Collocation arrangements completed.
NP-2-07	Average Delay Days – Physical Collocation	
Calculation	Numerator	Denominator
	Sum of duration between actual Physical Collocation cage due completion date and DD for missed Physical Collocation cages (including DD extensions resulting from CLEC milestone misses).	Number of missed Physical Collocation cages.
NP-2-08	Average Delay Days – Virtual Collocation	
Calculation	Numerator	Denominator
	Sum of duration between actual Virtual Collocation arrangement due completion date and DD for missed Virtual Collocation cages (including DD extensions resulting from CLEC milestone misses).	Number of missed Virtual Collocation arrangements.

Function:
NP-3 Switching Performance
Performance Standard:
Parity with Retail - by design of switch
Metrics Not Reported:
Individual state switching performance is provided in accordance with state specific requirements.

Function:
NP-4 Notification of Network Outage
Performance Standard:
Parity with Retail – Same notification via e-mail distribution list
Metrics Not Reported:
Refer to the CLEC Handbook Series III, Section 8.3.7 for the Network Outage Notification processes.

Section 6
Billing Performance
(BI)

Function		Number of Sub-metrics
BI-1	Timeliness of Daily Usage Feed	4
BI-2	Timeliness of Carrier Bill	1
BI-3	Billing Accuracy	2

Billing Performance (BI)

Function:		
BI-1 Timeliness of Daily Usage Feed		
Definition:		
<p>The number of business days from the creation of the message to the date that the usage information is made available to the CLEC on the Daily Usage Feed (DUF). Measured in percentage of usage records transmitted within three (3), four (4), five (5), and eight (8) business days. One report covers both UNE and Resale. For CLECs requesting this service, usage records will be provided to CLECs each business day. The usage process starts with collection of usage information from the switch. Most offices have this information teleprocessed to the data center. Not all offices poll usage every business day. Weekend and holiday usage is captured on the next business day. Usage for all CLECs is collected at the same time as VZ's.</p> <p>Note:</p> <ul style="list-style-type: none"> Verizon Maine monitors the level of service order errors with the potential of delaying usage feeds; Verizon Maine monitors the timeliness of the usage feed to the process on a daily basis; and <p>Verizon Maine offers its CLEC customers the option of receiving EMI usage feeds through the Network Data Mover (NDM) process to increase the timeliness of delivery.</p>		
Exclusions:		
None		
Formula:		
(Total usage records in "y" business days divided by the total records on file) multiplied by 100		
Note: y = 3, 4, 5 or 8		
Performance Standard:		
<p>Process is Designed at parity with Retail</p> <p>95% in Four (4) Business Days</p>		
Report Dimensions		
<p>Company:</p> <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific 		<p>Geography:</p> <ul style="list-style-type: none"> Maine
Sub-Metrics		
BI-1-01	% DUF in three (3) Business Days	
Calculation	Numerator	Denominator
	Number of usage records on daily usage feed tapes processed during month, where the difference between current date and call date is three (3) days or less.	Number of Usage Records on DUF tapes processed during month.
BI-1-02	% DUF in four (4) Business Days	
Calculation	Numerator	Denominator
	Number of usage records on daily usage feed tapes processed during month, where the difference between current date and call date is four (4) days or less.	Number of Usage Records on DUF tapes processed during month.

Sub-Metrics BI-1 Timeliness of DUF (continued)		
BI-1-03	% DUF in five (5) Business Days	
Calculation	Numerator	Denominator
	Number of usage records on daily usage feed tapes processed during month, where the difference between current date and call date is five (5) days or less.	Number of Usage Records on DUF tapes processed during month.
BI-1-04	% DUF in eight (8) Business Days	
Calculation	Numerator	Denominator
	Number of usage records on daily usage feed tapes processed during month, where the difference between current date and call date is eight (8) days or less.	Number of Usage Records on DUF tapes processed during month.

Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
The percent of carrier bills sent to the carrier, unless the CLEC requests special treatment, within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.		
Exclusions:		
None		
Formula:		
(Number of Bills sent within 10 business days divided by Number of Bills sent) multiplied by 100.		
Performance Standard:		
98% in 10 Business Days		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> CLEC Aggregate 		<ul style="list-style-type: none"> Verizon New England (MA, ME, NH, RI, VT)
Sub-Metrics		
BI-2-01	Timeliness of Carrier Bill	
Calculation	Numerator	Denominator
	Number of carrier bills sent to CLEC ²⁹ within 10 business days of bill date.	Number of Carrier Bills distributed.

²⁹ Sent to Carrier, unless other arrangements are made with CLEC

Function:		
BI – 3 Billing Accuracy		
Definition:		
The percent of carrier bill charges adjusted due to billing errors.		
Exclusions:		
<ul style="list-style-type: none"> Adjustments that are not billing errors such as: charges for directories, incentive regulation credits, performance remedies, OOS credits, special promotional credits 		
Performance Standard:		
No Performance Standard yet developed.		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> VZ Retail CLEC Aggregate 		<ul style="list-style-type: none"> Maine
Sub-Metrics		
BI-3-01	% Billing Adjustments – Dollars Adjusted	
Calculation	Numerator	Denominator
	Number of dollars adjusted for billing errors.	Total Dollars Billed.
BI-3-02	% Billing Adjustments – Number of Adjustments	
Calculation	Numerator	Denominator
	Number of adjustments for billing errors.	Total Bills.

Section 7

Operator Services & Directory Assistance

(OD)

	Function	<u>Number of Sub-metrics</u>
OD-1	Operator Services/Directory Assistance – Speed of Answer	2
OD-2	LIDB, Routing and OS/DA Platforms	0

Operator Services and Databases (OD)

Function:		
OD-1 Operator Services/Directory Assistance – Speed of Answer		
Performance Standard:		
Standard: Average Speed of Answer provided at parity with Verizon retail.		
Exclusions:		
<ul style="list-style-type: none"> None 		
Report Dimensions		
Company: <ul style="list-style-type: none"> Verizon New England Retail (and Resale) Verizon New England CLEC (facility based and UNE-P) 		Geography: <ul style="list-style-type: none"> Verizon New England (Maine, Massachusetts, New Hampshire, Rhode Island and, Vermont)
Sub-Metrics		
OD-1-01	Average Speed of Answer – Operator Services	
Calculation	Numerator	Denominator
	Sum of call answer time from the time the calls enter the queue for an operator to the time the calls are answered by an operator.	Number of Calls Answered.
OD-1-02	Average Speed of Answer – Directory Assistance	
Calculation	Numerator	Denominator
	Sum of call answer time from the time the calls enter the queue for an operator to the time the calls are answered by an operator.	Number of Calls Answered.

Function:
OD-2 LIDB, Routing and OS/DA Platforms
Performance Standard:
LIDB: <ul style="list-style-type: none"> • LIDB reply rate to all query attempts: Bellcore produced standard • LIDB query time out: Bellcore produced standard • Unexpected data values in replies for all LIDB queries: 2% • Group troubles in all LIDB queries Delivery to OS Platform: 2% 800 Database: Bellcore produced standard AIN: Bellcore produced standard
Metrics Not Reported:
Verizon Maine does not have the capability to report this performance area.

Section 8

General and Miscellaneous Standards

(GE)

	Function	<u>Number of Sub-metrics</u>
GE-1	Directory Proofs	0
GE-2	Poles, Ducts, Conduit and Rights of Way	0

General (GE)

Function:
GE-1 Directory Proofs
Performance Standard:
VZ does not provide directory proofs to CLECs. VZ provides Listing Verifications Report 90 days before close out date and provides a Directory Listings view of Listings through the Web-GUI. All business rules are documented in the CLEC and Reseller Handbook.
Metrics Not Reported:
Verizon Maine does not report this performance area as a C2C metric.

Function:
GE-2 Poles, Ducts, Conduit and Rights of Way
Performance Standard:
Verizon Maine has specific performance guidelines contained in its pole attachment and conduit license agreements that are consistent with applicable Federal and State requirements. Verizon Maine will respond to requests for its engineering records information, and requests for access to its carrying plant in accordance with Verizon's specific performance guidelines.
Metrics Not Reported:
Verizon Maine does not report this performance area as a C2C metric.

Glossary

Application Date	The date that a valid order is received.
ASR	Access Service Request
VZ Administrative Orders	Orders completed by VZ for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for VZ official lines.
Basic Edits	Front-end edits performed by DCAS prior to order submission. Basic Edits performed against DCAS provided source data include the following validations: State Code must equal NY, CT, MA, ME, NH, VT, RI; CLEC Id can not be blank; All dates and times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via VZ Change Control procedures.
BFR	Bona Fide Request Process (BFR): Refer to Appendix D for information on the BFR process.
Collocation Milestones	<p>Refer to the web-site listed in Appendix L, Product Interval Summary, for specific collocation intervals.</p> <p>In Physical Collocation, the CLEC and VZ control various interim milestones they must meet to meet the overall intervals. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day for day).</p> <p>Prior to the CLEC beginning the installation of its equipment, the CLEC must sign the VZ work completion notice, indicating acceptance of the multiplexing node construction work and providing VZ with a security fee, if required, as set forth in Section 5.5.5. Payment is due within 30 days of bill date. The CLEC may not install any equipment of facilities in the multiplexing node(s) until after the receipt by VZ of the VZ work completion notice and any applicable security fee.</p> <p>In Virtual Collocation, VZ and the CLEC shall work cooperatively to jointly plan the implementation milestones. VZ and the CLEC shall work cooperatively in meeting those milestones and deliverables as determined during the joint planning process. A preliminary schedule will be developed outlining major milestones including anticipated delivery dates for the CLEC-provided transmission equipment and for training.</p>

Change Management Notices	Change Management Notices are notices sent to the CLECs to notify CLECs of scheduled interface-affecting changes.
CLEC Trunk requests	<p>< = 192 Forecasted Trunks are requests for 192 trunks or less that are forecasted by the CLEC and are not projects.</p> <p>> 192 and Unforecasted Trunks are requests that are for greater than 192 trunks, or are not forecasted by the CLEC, or are projects.</p>
Common Final Trunk Blockage:	Common final trunks carry traffic between VZ end offices and the VZ access tandem, including local traffic to VZ customers as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) The percentage of VZ common final trunk groups carrying local traffic, exceeding the applicable blocking design standard (either B.01 or B.005) will be reported. All CLEC trunks are engineered at the B.005 level. In all but the Washington Metropolitan area, local common trunks are engineered at the B.005 level. In the Washington Metropolitan area, common trunks are engineered at the B.01 level.
Common Trunks:	<p>High Usage Trunks carry two-way local traffic between two VZ end offices. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon Maine geographies.</p> <p>Final Trunks: Final Trunks carry two-way local and long distance IXC traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> <p>Final Trunks – Local Final Trunks carry local two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> <p>Final Trunks – IXC Final Trunks carry long distance IXC two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p>
Company Initiated Orders	Provisioning orders processed for administrative purposes and not at customer request.
Company Services	Official Verizon Lines
Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.
Coordinated Cut over	A coordinated cut-over is the live manual transfer of a VZ end user to a CLEC completed with manual coordination by VZ and CLEC technicians to minimize disruptions for the end user customer. Also known as a Hot Cut. These all have fixed minimum intervals.
CPE	Customer Premises Equipment.
Cut-Over Window	<p>Amount of time from start to completion of physical cut-over of lines:</p> <p>One (1) to nine (9) lines: one (1) hour</p> <p>10 to 49 lines: two (2) hours</p> <p>50 to 99 lines: three (3) hours</p> <p>100 to 199 lines: four (4) hours</p> <p>200 plus lines: eight (8) hours</p>
DCAS	Direct Customer Access System (DCAS): The system developed initially for the North States (CT, MA, ME, NH, NY, RI and VT) for a CLEC to transact with Verizon. DCAS supports GUI and EDI transactions. Request Manager will

	eventually replace DCAS.
Dedicated Final Trunks Blockage:	A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a VZ Access Tandem to a CLEC switch. All dedicated final trunk groups to the CLECs are engineered at a design-blocking threshold of B.005.

Dedicated Trunks	<p>High Usage Trunks – CLEC Interconnection: carry one-way traffic from a CLEC end office to a Verizon Tandem Office or carry two-way local traffic between a Verizon end-office and a CLEC end-office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. These trunks are ordered by the CLEC.</p> <p>Final Trunks – CLEC Interconnection: carry one-way traffic from a CLEC end-office to a Verizon Tandem Office or carry two-way traffic between an end-office and a tandem switch. CLECs order these trunks from VZ and engineer to their desired blocking design threshold.</p> <p>High Usage Trunks – VZ to CLEC Interconnection: carry one-way local traffic from a Verizon end-office to a CLEC end-office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. VZ orders these trunks from CLECs.</p> <p>Final Trunks – VZ to CLEC Interconnection: carry one-way traffic from a VZ end office or a tandem switch. Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Verizon geographies. VZ orders these trunks from CLECs.</p> <p>High Usage Trunks – IXC Feature Group D: carry two-way traffic between a Verizon end-office and an IXC POP. High Usage Trunks are designed so that traffic will overflow to final trunk groups. IXC trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. IXCs order these trunks from VZ.</p> <p>Final Trunks – IXC Feature Group D: carry two-way traffic between an end-office and a tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Verizon geographies. IXCs order these trunks from VZ.</p>
Dispatched Orders:	An order requiring dispatch of a Verizon Field technician outside of a Verizon Central Office. Intervals differ by line size. In all areas, for orders greater than or equal to 10 lines, a facility check is required and the interval negotiated. In many, but not all areas, a facility records check (in Engineering) is also performed for orders with six (6) to nine (9) lines.
Dispatched Troubles:	Loop or Drop Wire Troubles reports found to be in drop wire or outside plant. Disposition codes 03 or 04.
Disposition Codes	The code assigned by the Field Technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.
DUF	Daily Usage Feed:
FOC	Firm Order Confirmation.
Front End Close-Out	A trouble report closed with the customer on the line usually within 10 minutes of receiving the trouble from the customer. These include cancellations by the customer or CLEC. Disposition Codes: 0741(RE<10), 0747, 0706(CP=291).

Loop Qualification	Loop qualification is the manual step whereby it is determined if the loop facility meets or can be made to meet specifications necessary for ISDN services. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap.
LSR	Local Service Request
LSRC	Local Service Request Confirmation
Mechanized Flow-Through:	Orders received electronically through the ordering interface (DCAS) and requiring no manual intervention to be entered into the SOP.
Missed Appointment Codes	Verizon Missed Appointment Codes: CB = Business Office, CC = Common Cause, CE = Equipment, CF = Facility, CL = Load (lack of work forces), CS = Switching/programming, CO = Company Other Customer Missed Appointment Codes: SA = Customer Access, SR = Customer Not Ready, SO = Customer Other, SL = Customer requested later due date
Negotiated Intervals	A process whereby Verizon Maine and the CLEC discuss and come to a mutual agreement on a delivery date of requested services. This agreement should be based on customer, CLEC and Verizon Maine requirements; including but not limited to equipment, facility and work resources required for completing the requested services. Both the CLEC and Verizon Maine should be able to explain the requirements and positions for the discussion.
Network Troubles	Troubles with a disposition code of 03 (Drop Wire), 04 (Loop), or 05 (Central Office). Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Premises Equipment (CPE) troubles, troubles reported but not found on dispatch (Found OK and Test OK), and troubles closed due to customer action.
Non-Mechanized:	Orders that require some manual processing. Includes orders received electronically that are not processed directly into the legacy provisioning systems, and are manually entered by a VZ representative into the VZ Service Order Processor (SOP) system. For orders not received electronically (such as faxed or courier orders), 24 hours are added to all intervals.
No-Dispatch Troubles:	Troubles reports found to be in the Central Office, including frame wiring and translation troubles. Disposition Codes 05.
No-Dispatch Orders:	Orders completed without a dispatch outside a Verizon Central Office. Includes orders with translation changes and dispatches inside a Verizon Central Office.
Orders with ≥ 10 lines:	In some geographic areas, a facility check is completed on orders greater than five (5) lines. In all geographic areas, orders with 10 or greater lines require a facility check prior to order confirmation and due date commitment.
OSS	Operations Support Systems
Parsed CSR	The Parsed CSR transaction returns fielded Customer Service Record data to the customer when the PARSEIND field = Y on the inquiry. The parsed CSR transaction enables CLECs to populate their ordering template. This transaction is available on EDI and CORBA. The Verizon Parsed CRS transaction supports POTS accounts, it currently does not support complex accounts including ISDN and Centrex.
POTS Services	Plain Old Telephone Services (POTS) include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS include Centrex, basic ISDN and PBX trunks.
PON	Purchase Order Number: Unique purchase order provided by CLEC to VZ placed on LSRC or ASR as an identifier of a unique order.

Projects	Projects are designated by CLECs. For Trunks, any request for a new trunk group, augment for more than 384 trunks, complex (E911 or DA) or request out of the ordinary requiring special coordination, such as rearrangements is considered a project.
Reject	An order is rejected when there are omissions or errors in required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders. The order is considered rejected and order processing is suspended while a request is returned or queried.
Run Clock	A measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble was reported.
Segment	Segments are parts of whole orders. [NVL SEGMENT, 0=<1] A segment is used to apportion a longer order to meet limitations of record lengths. Similar to a separate page or section on the same order.
SOP	Service Order Processor
Special Services	Any service or element involving circuit design. Any service or element with four wires. Any DS0, DS1 and DS3, no access service. Excludes trunks. IOF and EEL are separately reported for provisioning.
Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access.
Suspend/Restore Orders	Orders completed by VZ to suspend for non-payment or restore for payment subject to Maine Public Utilities Commission (PUC) Collections guidelines. [SNPRES_IND.IS NOT NULL]
Test Orders	Orders processed for “fictional” CLECs for VZ to test new services, attestation of services etc. Includes the following CLEC AECN’s: ‘DPC’, ‘DPCL’, ‘NYNX’, ‘ZKPM’, ‘ZPSC’, ‘ZTKP’, ‘ZTPS’, ‘ZJIM’.
TGSR	Trunk Group Service Request. A request that CLECs submit to Verizon to request augmentation to the Verizon network to accommodate an increase in CLEC volume.
Two wire digital ISDN Loop	2-Wire unbundled digital loop (previously called 2-Wire Digital Loop) that is compatible with ISDN basic Rate service. It is capable of supporting simultaneous transmission of two (2) B channels and One (1) D channel. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. This service provides a digital 2-wire enhanced channel. It is equivalent to a 2-wire loop less than 18,000 feet from the NID at the end user’s premises to the main distributing frame (which is connected to the CLEC’s collocation arrangement), in Verizon’s Central Office where the end user is served. The 2-wire digital – ISDN BRI loop, currently offered by Verizon, is designed to support the Integrated Services Digital Network (ISDN) Basic Rate Service which operates digital signals at 160 kilobytes per second (kbps). The 2-wire digital – ISDN BRI loop is only available to the CLEC for use in conjunction with the provision of local exchange service and exchange access to its end-users.

Product identification descriptions:

Retail	Major Customer Name/Number entered on Provisioning order first four (4) characters does not contain the values "RSID" which indicates resold or "AECN" which indicates unbundled.
Resale	Major Customer Name/Number entered on Provisioning order-first four (4) characters does contain the value "RSID" the 6th through 10th indicate reseller id. RSID except test and training RSID orders <u>Ordering:</u> ORDER-TYPE of ORDERING-MASTER-REC = ' 1'
UNE	Major Customer Name/Number entered on provisioning order- first four (4) characters contains the values "AECN" which indicates unbundled. Characters 6 through 10 indicate the Telecommunications carrier id. <u>Ordering:</u> ORDER-TYPE of ORDERING-MASTER-REC = '2' or '3'
POTS – Total	Two-wire analog service with a telephone number and POTS class of service. Includes analog loop (SVGAL). <u>Ordering:</u> <ul style="list-style-type: none"> • Service order classification of ordering master rec = 0 <u>Provisioning:</u> <ul style="list-style-type: none"> • Pots Orders are defined as not having a circuit layout (CL_FID IS NULL) or are not for ISDN service (SCM_2 IS NULL) <u>Maintenance:</u> <ul style="list-style-type: none"> • Class Service = 04/05/06/07/08/09/10/13/19/20/21
Complex:	<u>Provisioning:</u> <ul style="list-style-type: none"> • ISDN Basic Rate: Secondary Service Code Modifier (SCM_2) is not blank • ISDN Primary: Service Code Modifier (SCM) begins with "IB" • 2-Wire Digital Services • 2-Wire xDSL Services

Special Services	<p>Special Services are services that require engineering design intervention. These include such services as: high capacity services (DS1 or DS3), Primary rate ISDN, 4 wire xDSL Services, digital services and private lines or foreign served services (a line physically in one exchange, served by another through a circuit).</p> <p>Ordering:</p> <ul style="list-style-type: none"> • Service order classification of ordering master rec = 1 <p>Provisioning:</p> <ul style="list-style-type: none"> • CL_FID is not NULL <p>Maintenance:</p> <ul style="list-style-type: none"> • Criteria for inclusion is Circuit format (cfmt) is 's','t','2','3' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit format does not indicate (fourth character of circuit id for a length of 2) "TK","IB","DI","DO" because these are considered POTS, 7th character of circuit id does not indicate official Verizon line as defined by Bellcore standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location), or in the Central Office (the trouble was found within the Verizon Central Office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles are excluded where circuit id (cktid character 4 for a length of 2) indicates non-UNE access tariff filing.
For Trunks:	<p>For Maintenance: Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Verizon Central Office), Maintenance Center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.</p>